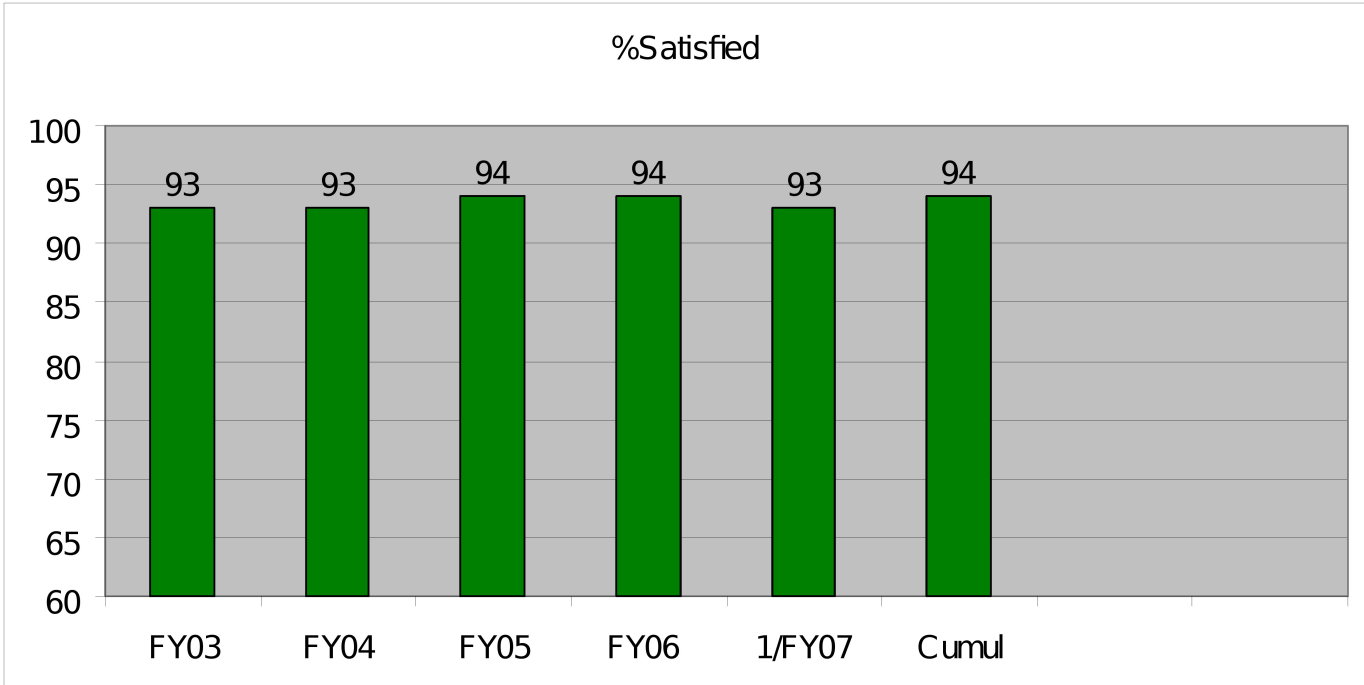
Customer Satisfaction Ratings Through December 2006

ACA-Wide, ACA HQ and ACA Regions

HQ, ACA ISO 9001:2000 CERTIFIED

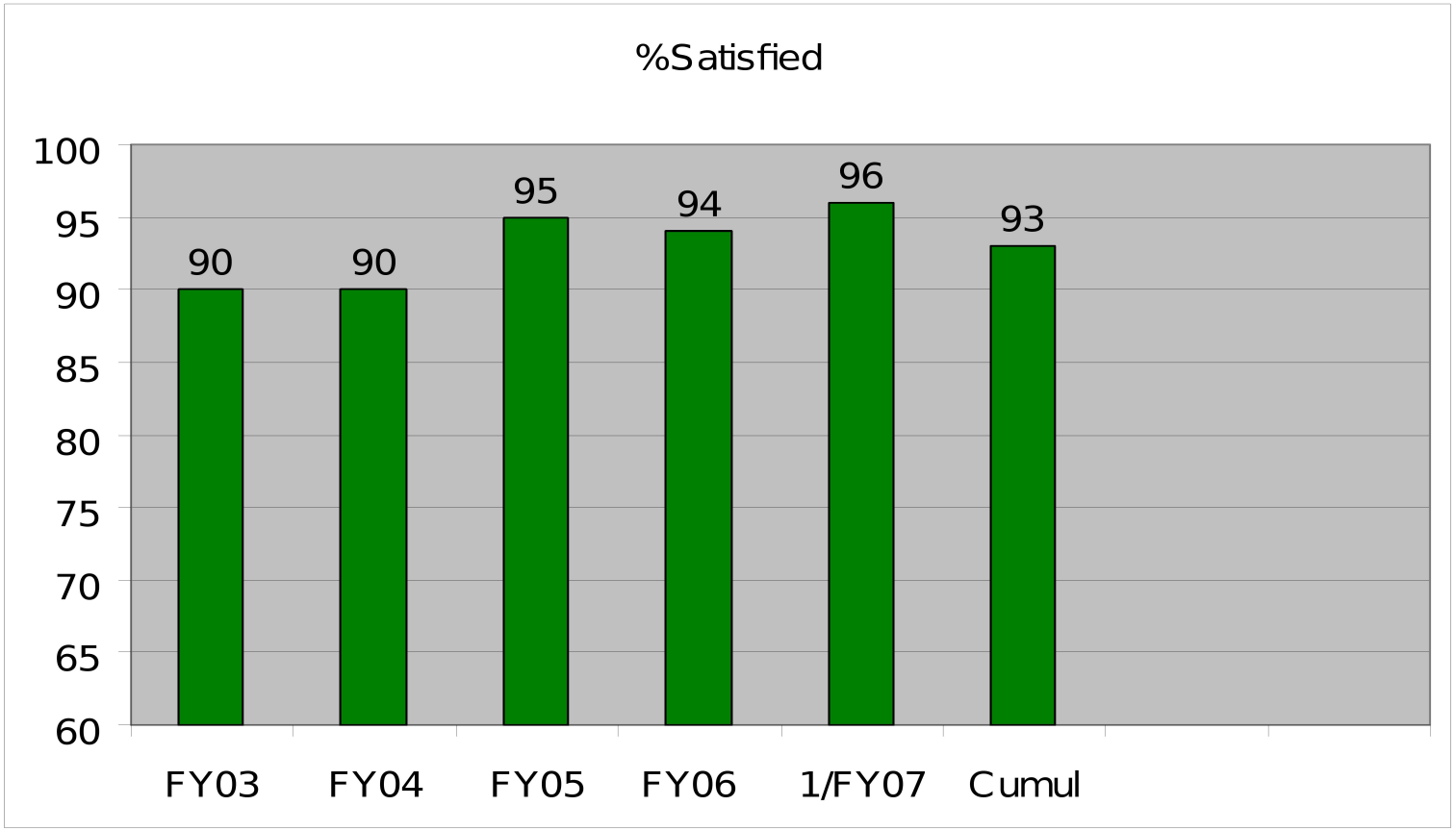
Data as of 01/03/2007

ICE Ratings (All Customers) October 2002 – December 2006 (ACA-Wide)



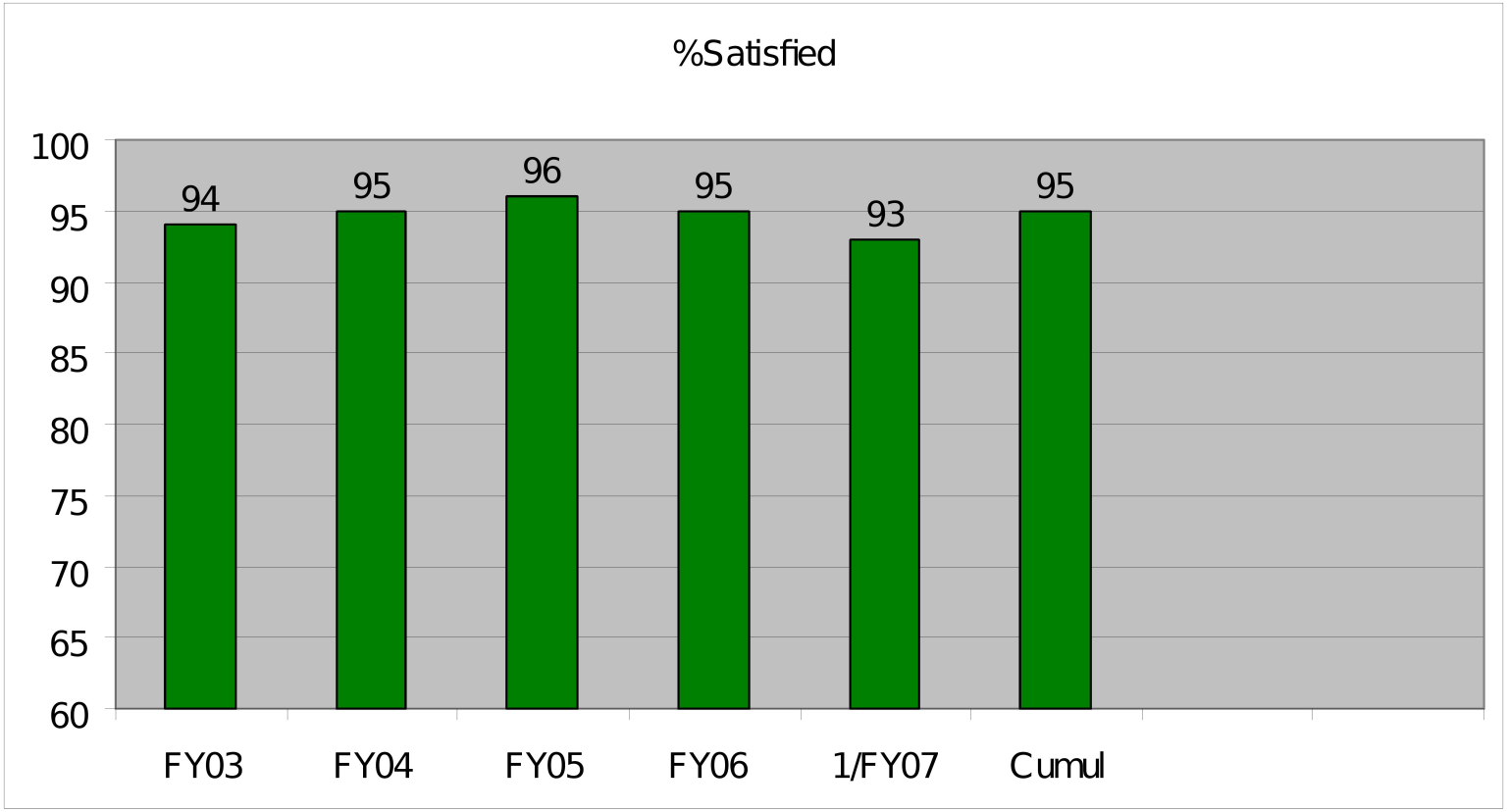
Data as of 01/03

ICE Ratings (All Customers) October 2002 – December 2006 (ACA HQ)



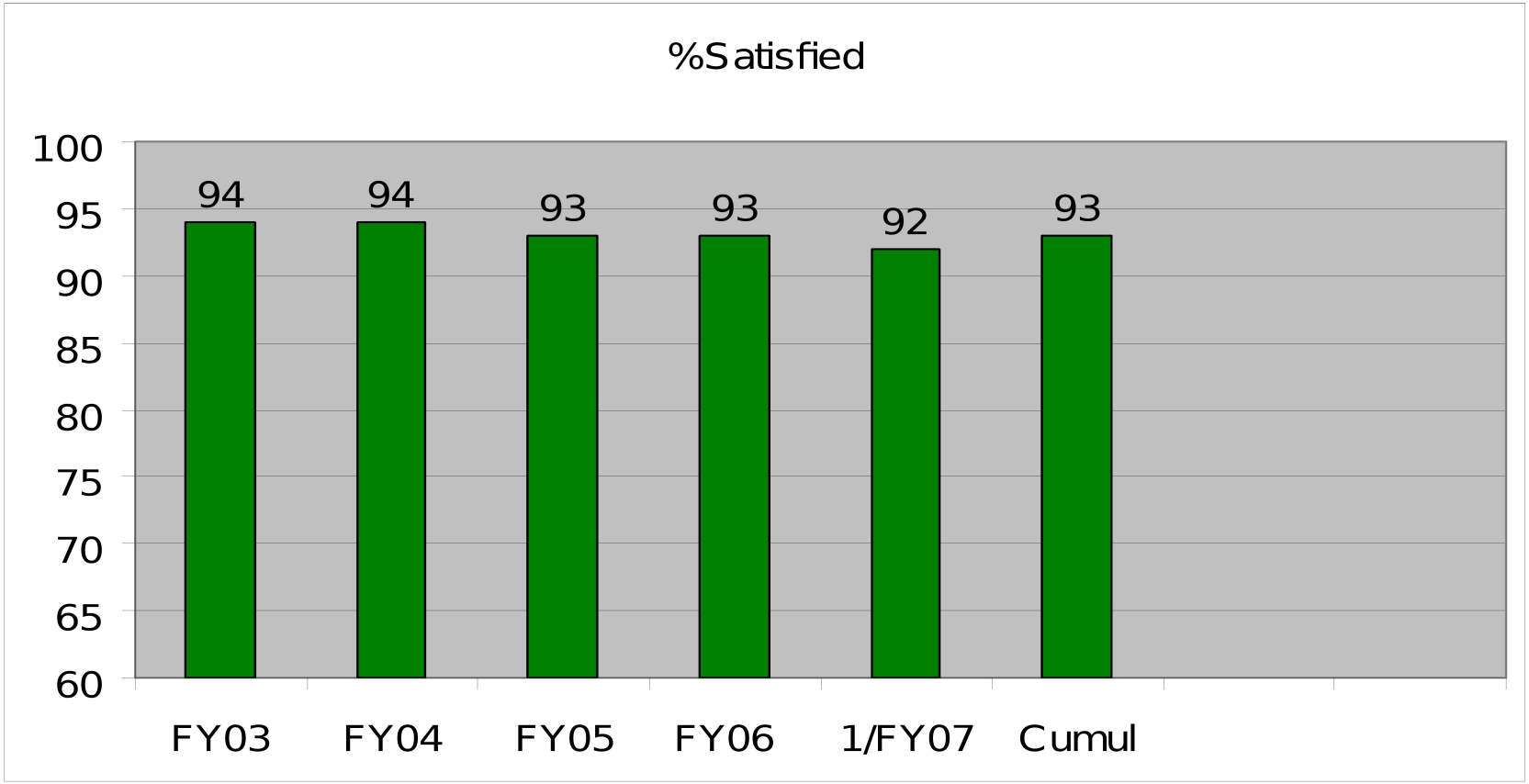
Data as of 01/03

ICE Ratings (All Customers) October 2002 – December 2006 (ACA NR)



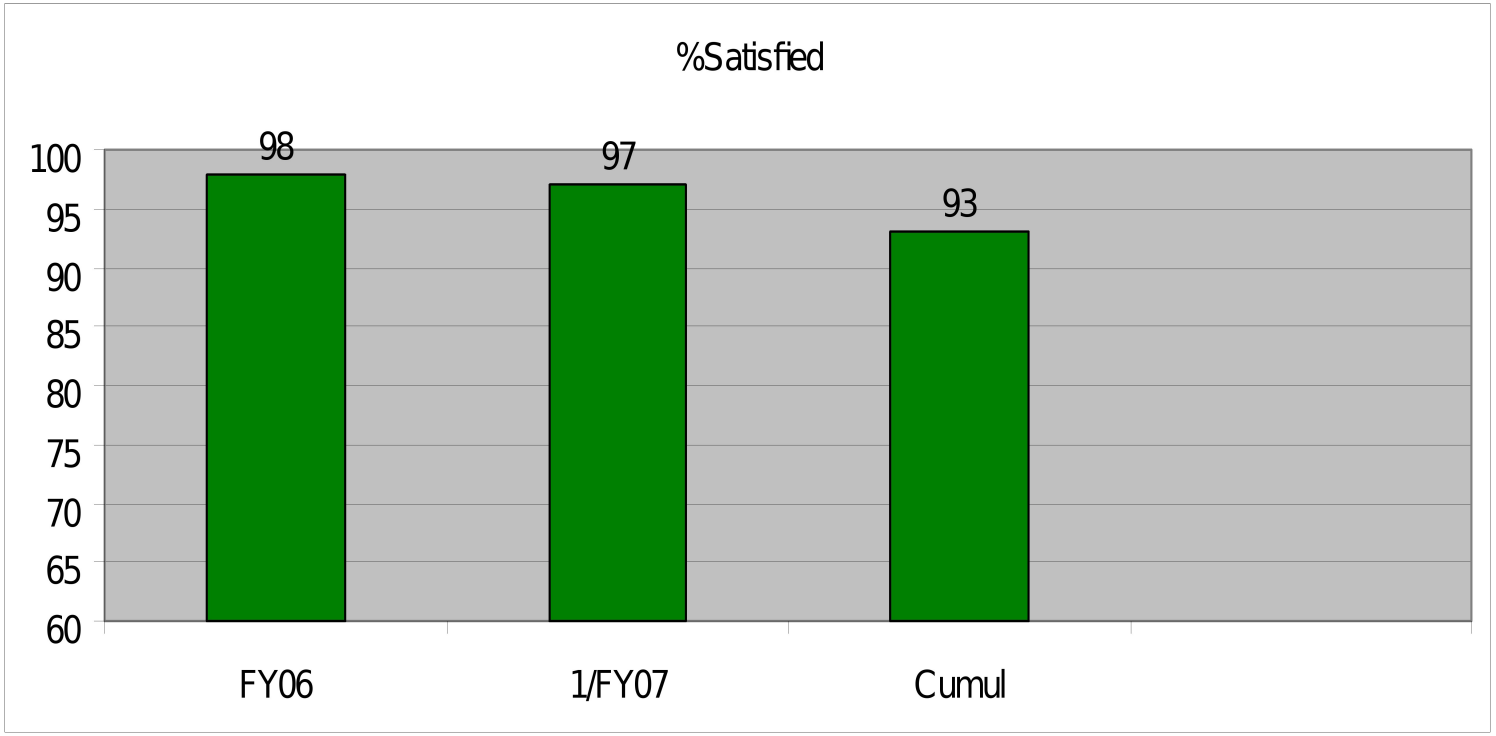
Data as of 01/03

ICE Ratings (All Customers) October 2002 – December 2006 (ACA SR)



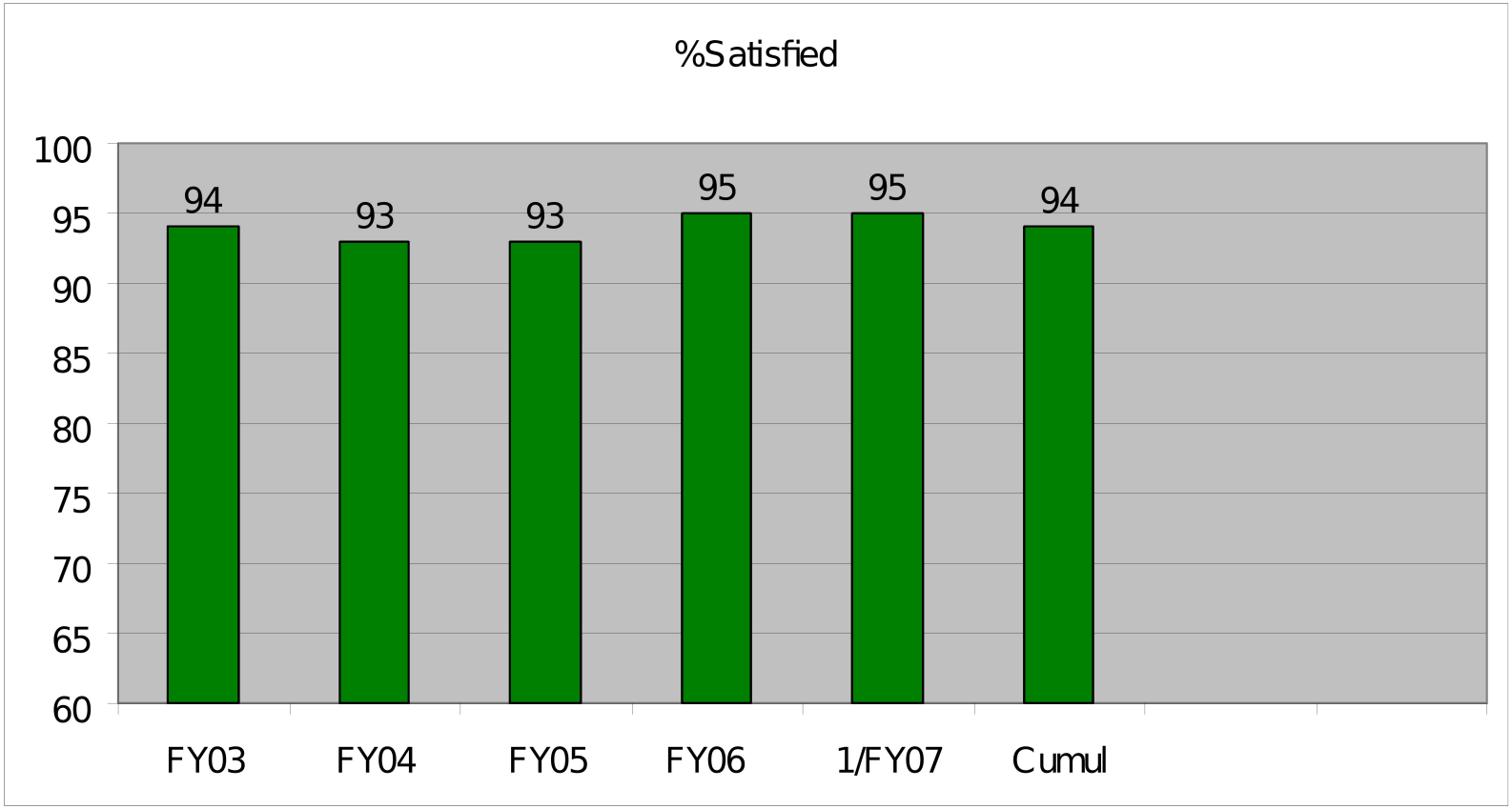
Data as of 01/03

ICE Ratings (All Customers)
October 2002 – December 2006 (CCE)



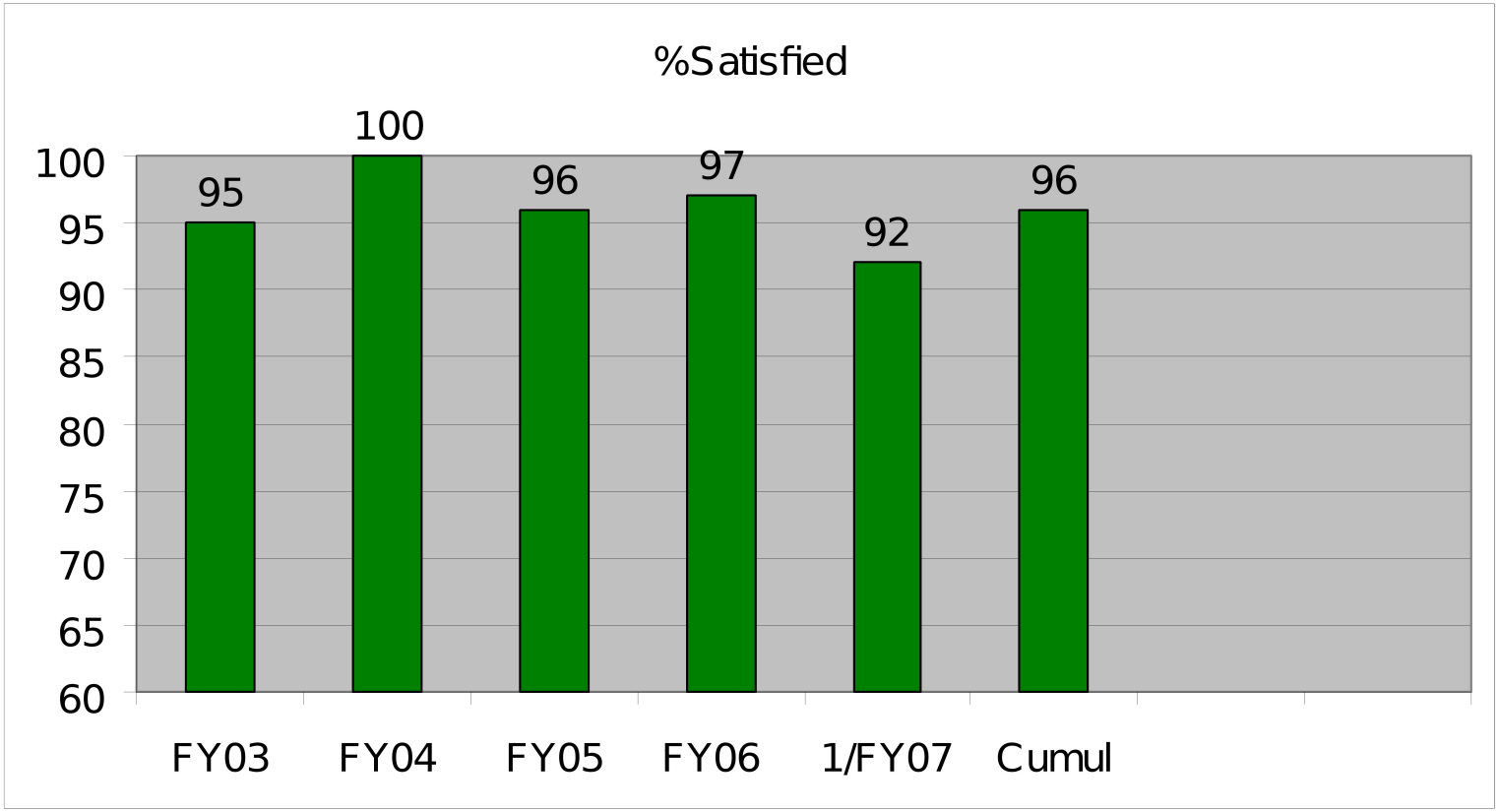
Data as of 2nd

ICE Ratings (All Customers) October 2002 – December 2006 (ACA PR)



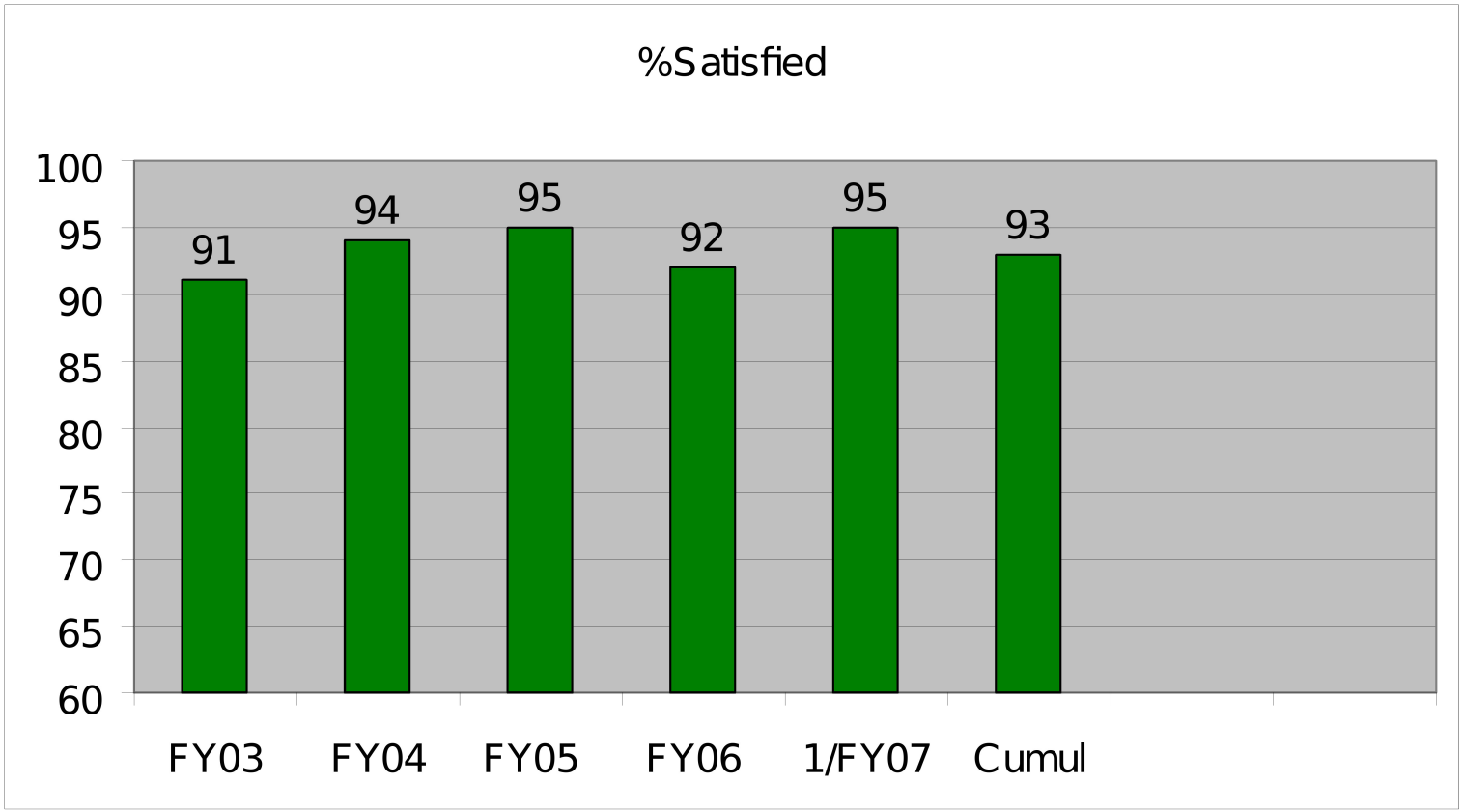
Data as of 01/03

ICE Ratings (All Customers) October 2002 – December 2006 (ACA TA)



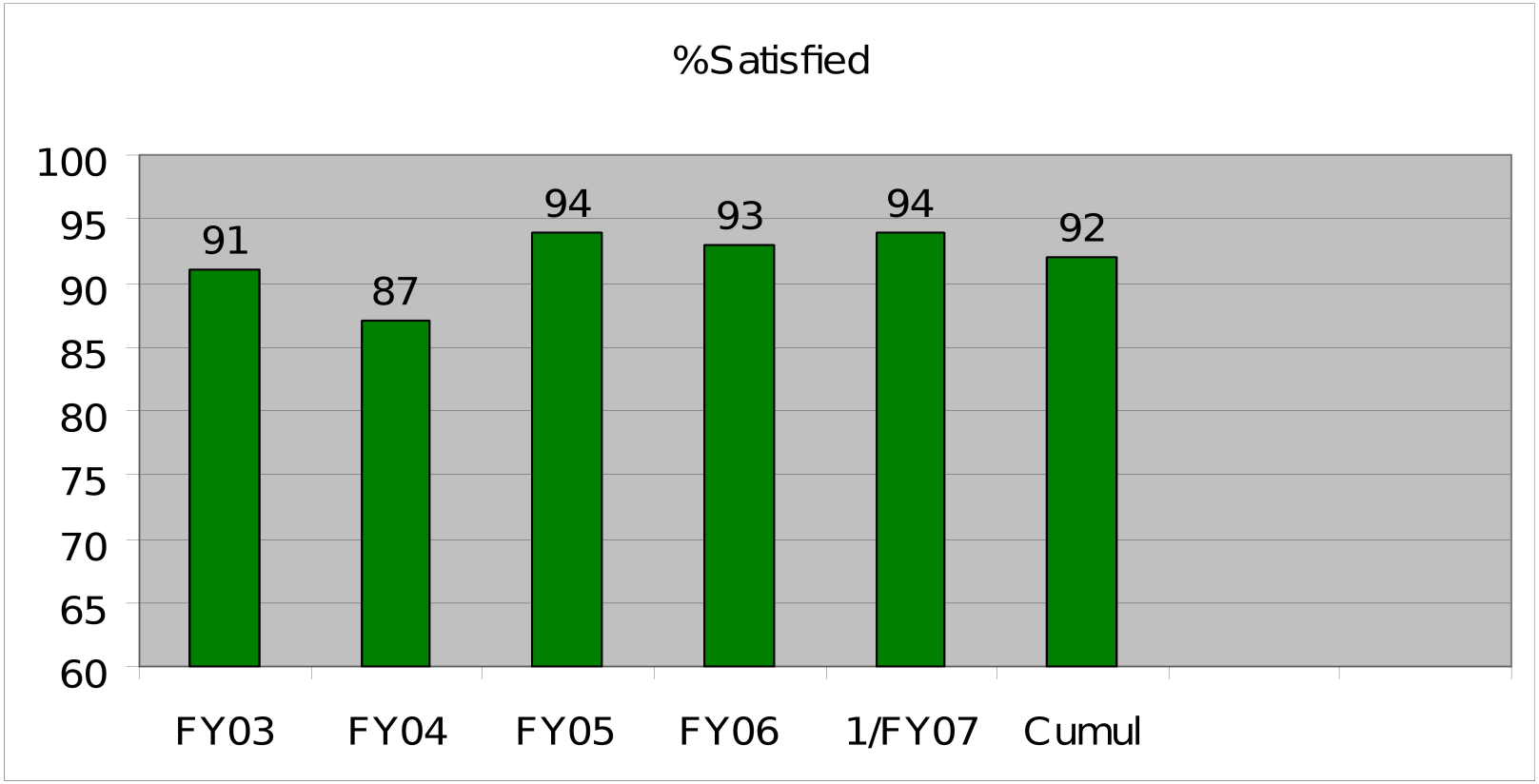
Data as of 01/03

ICE Ratings (All Customers) October 2002 – December 2006 (ITEC4)



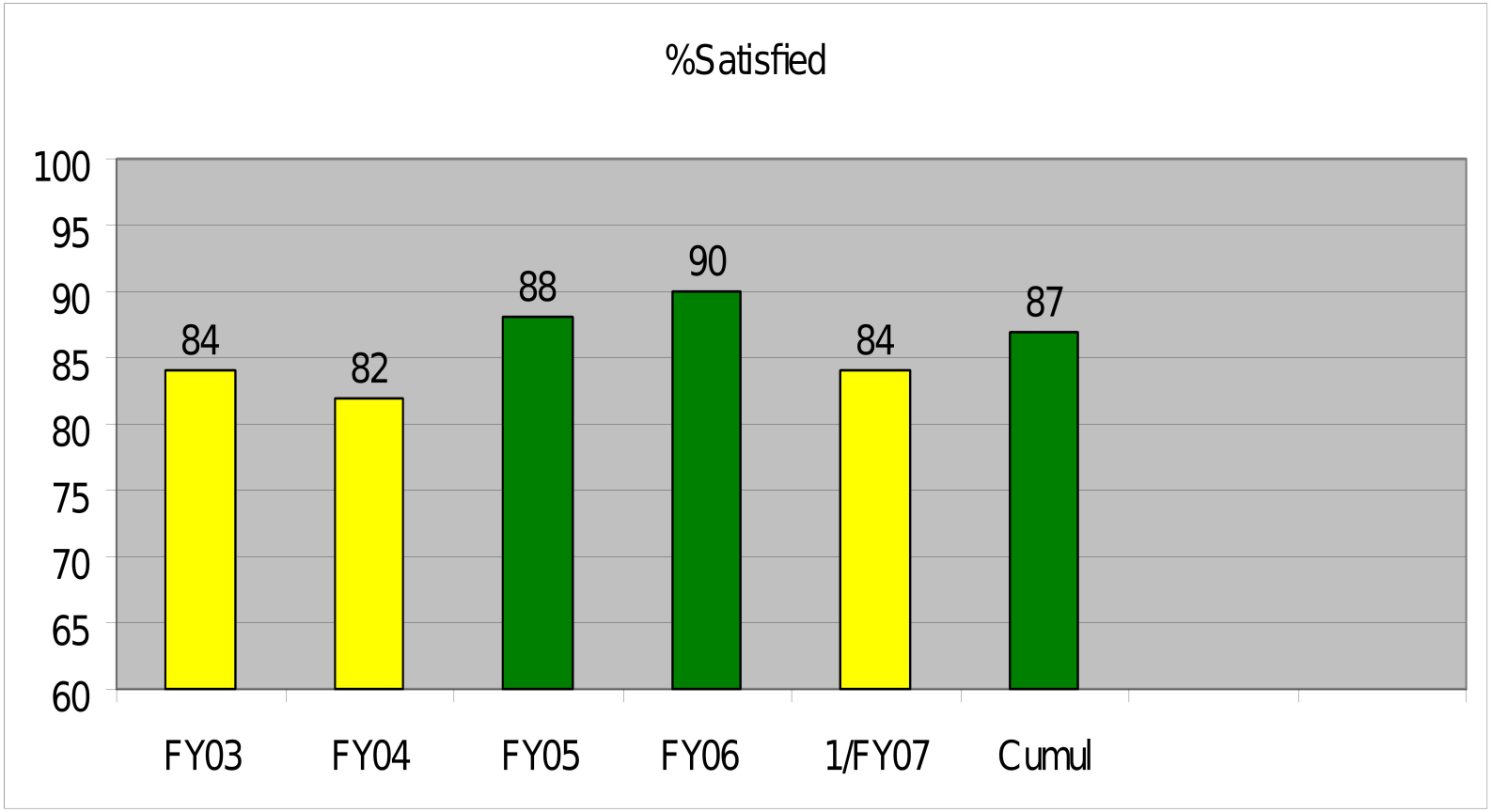
Data as of 01/03

ICE Ratings (All Customers) October 2002 – December 2006 (USACCE)



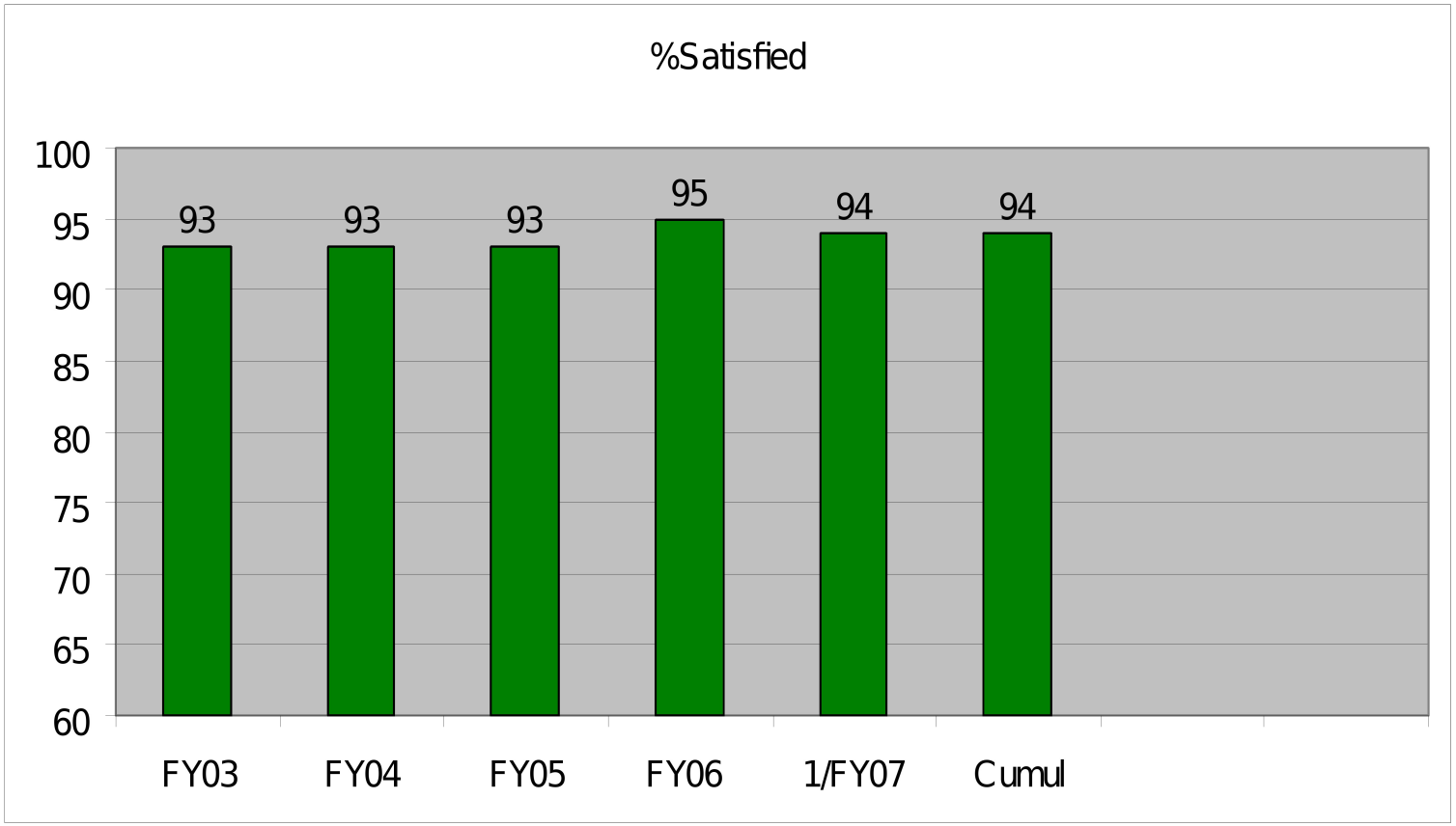
Data as of 01/03

ICE Ratings (All Customers) October 2002 – December 2006 (USACCK)



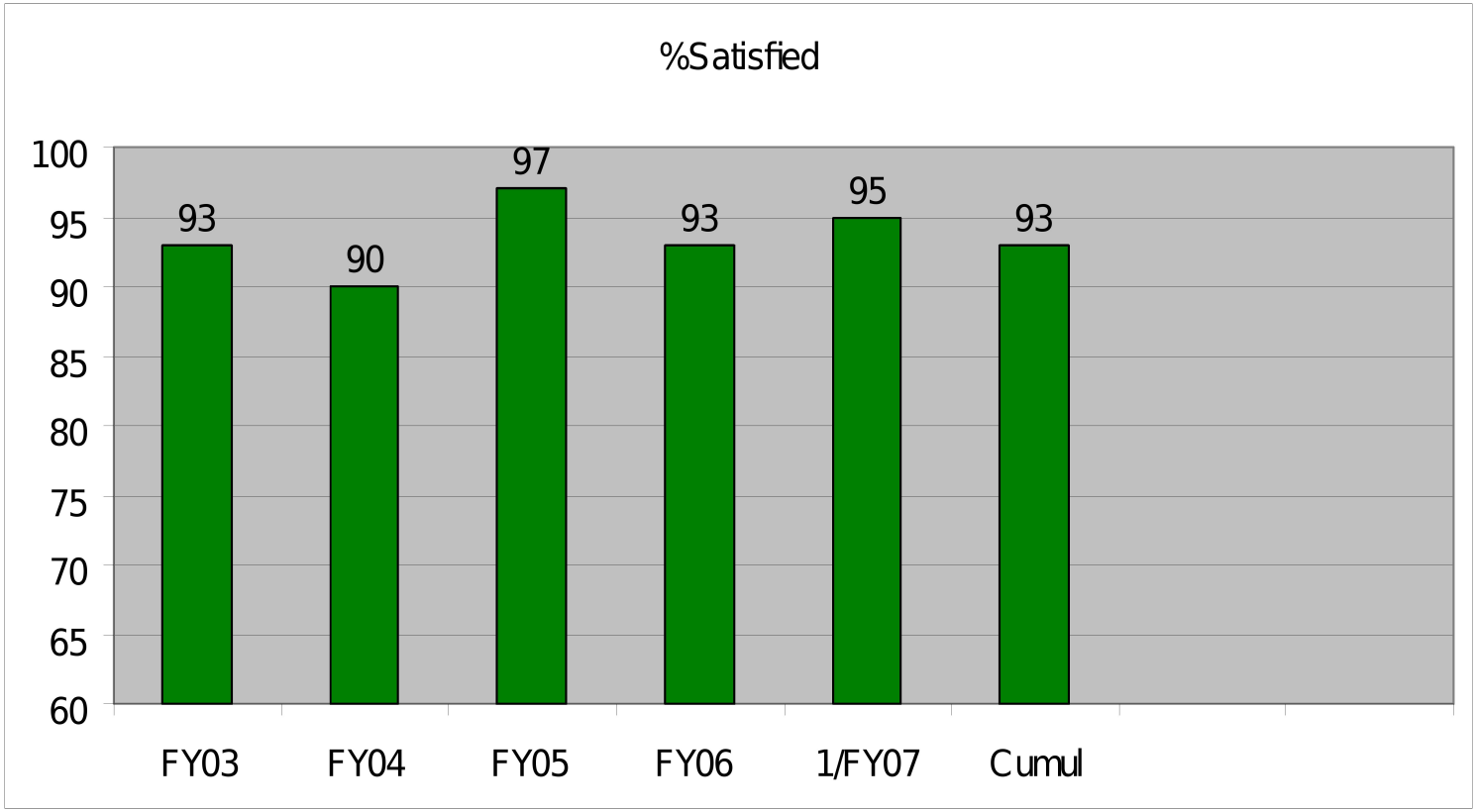
Data as of 01/03

ICE Ratings (Government Only) October 2002 – December 2006 (ACA-Wide)



Data as of 01/03

ICE Ratings (Government Only) October 2002 – December 2006 (ACA HQ)



Data as of 01/03

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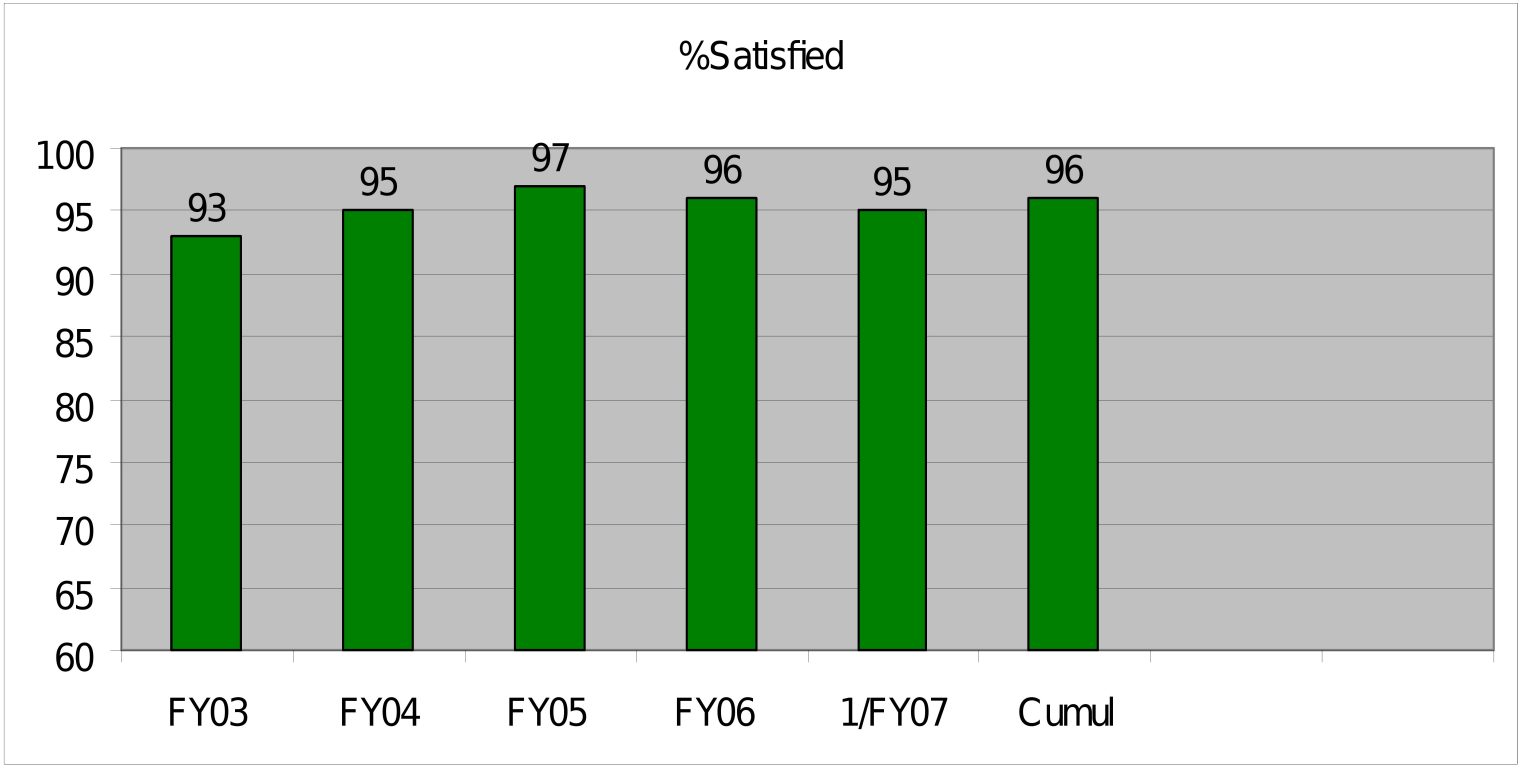
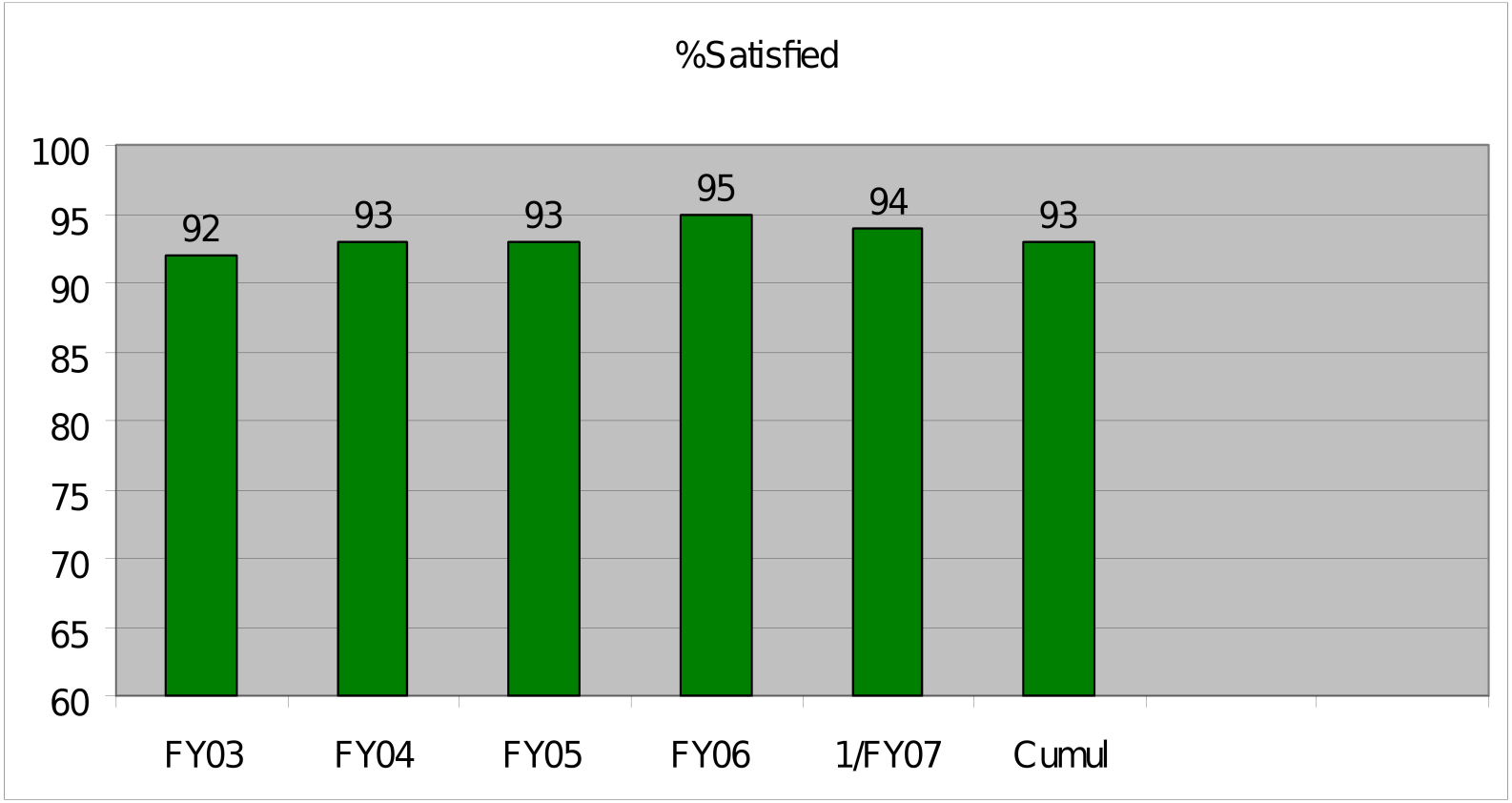


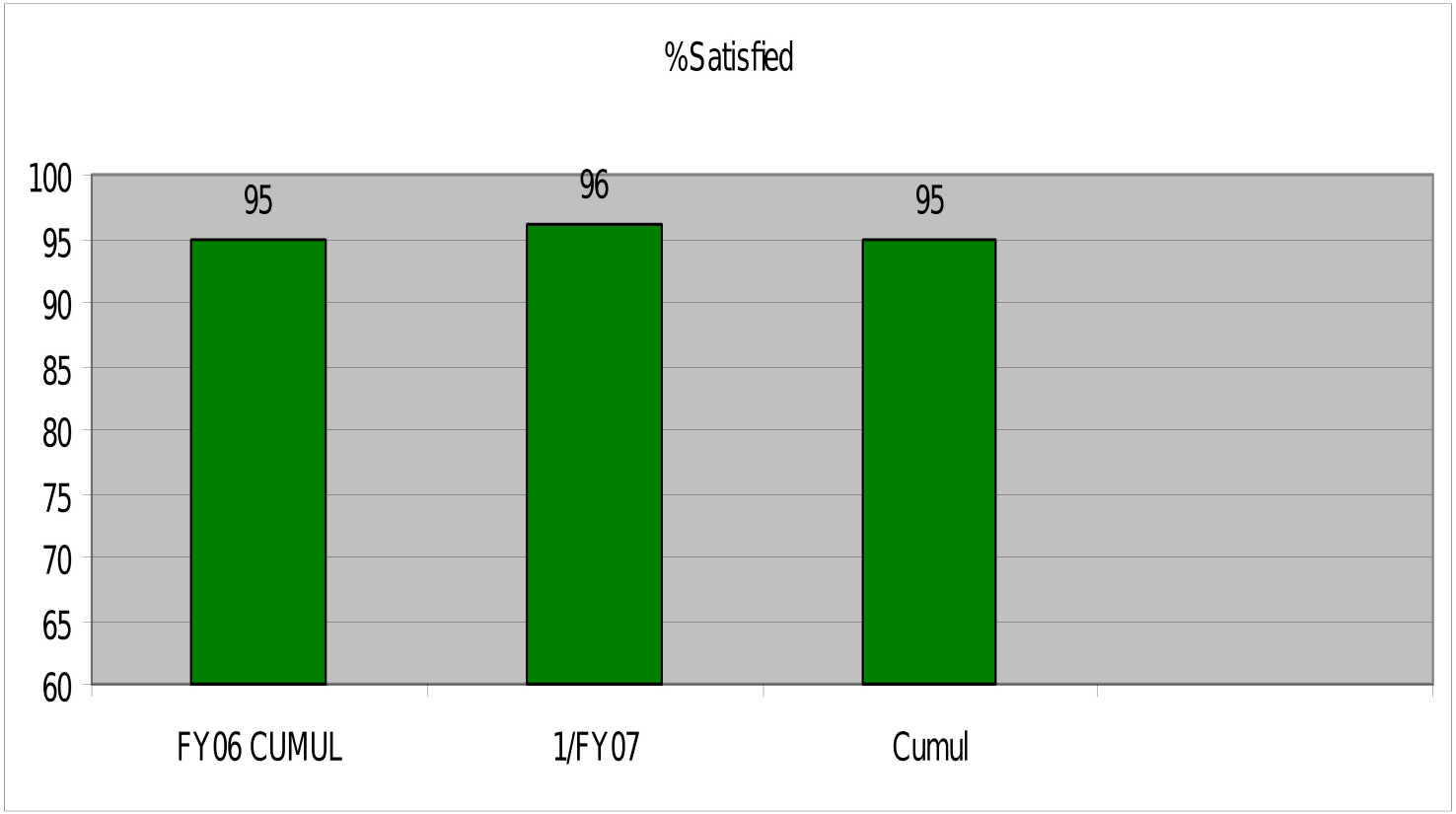
Data as of 01/03

ICE Ratings (Government Only) October 2002 – December 2006 (ACA SR)



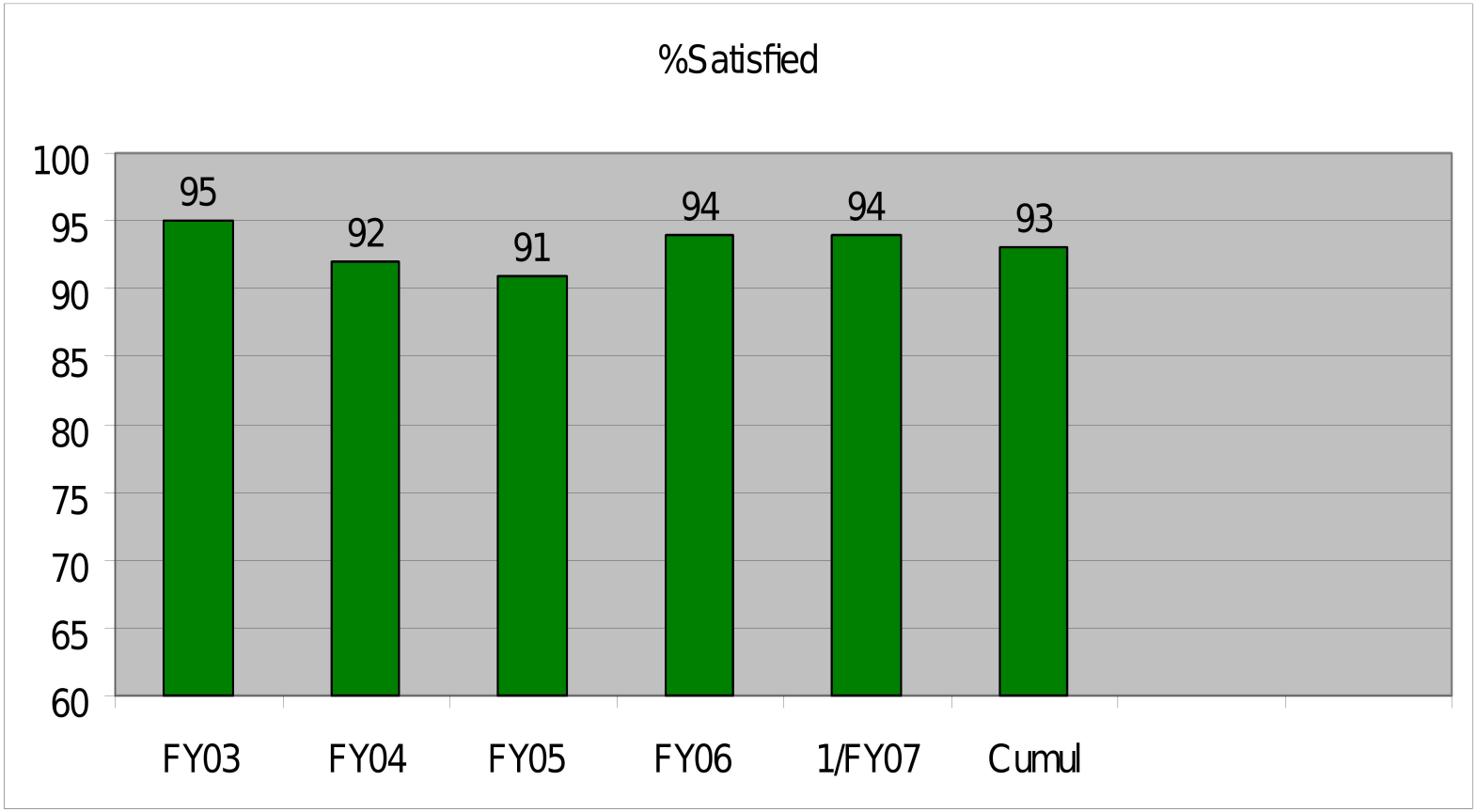
Data as of 01/03

ICE Ratings (Government Only) October 2002 – December 2006 (CCE)



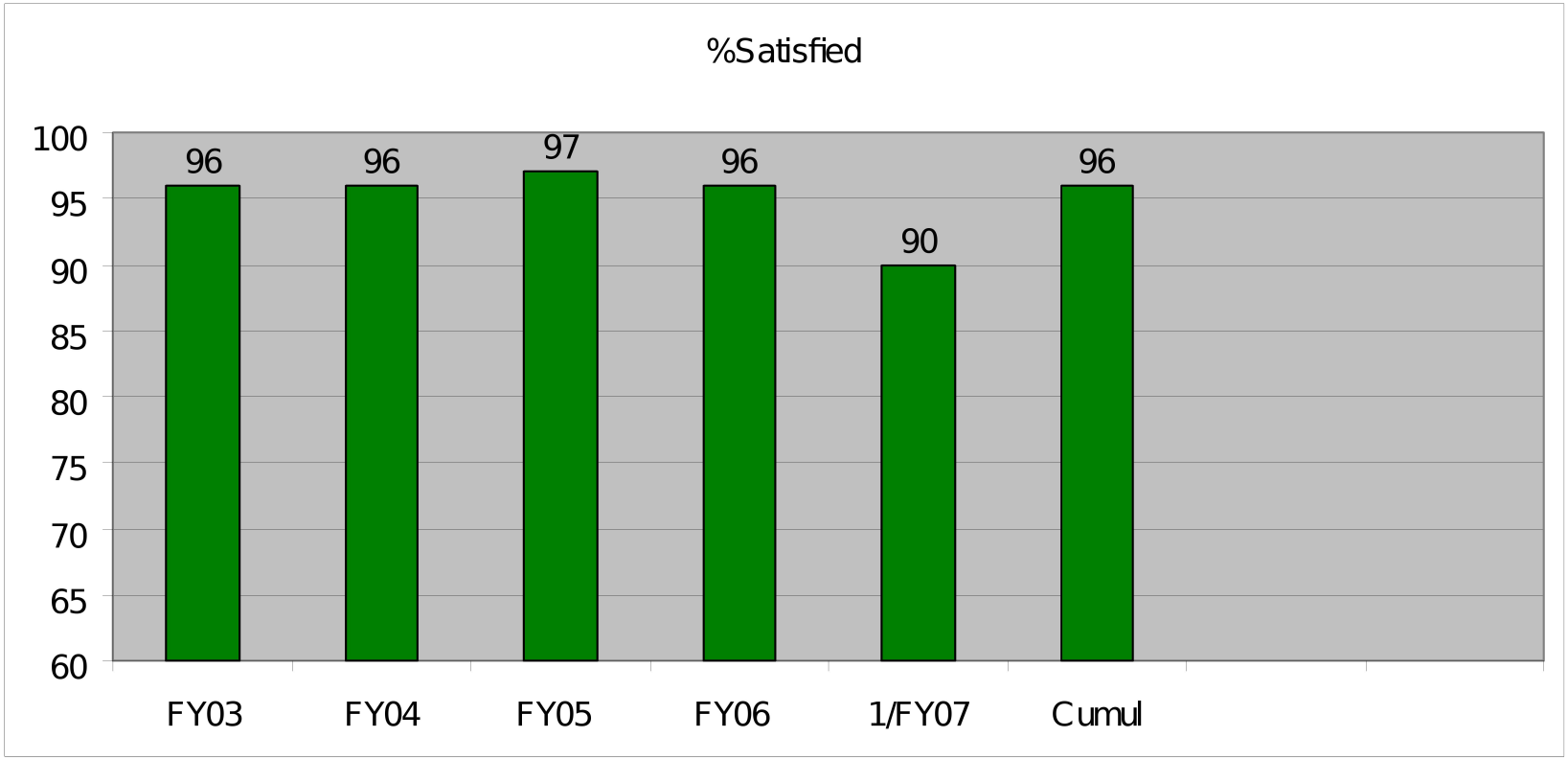
Data as of 2nd Qt

ICE Ratings (Government Only) October 2002 – December 2006 (ACA PR)



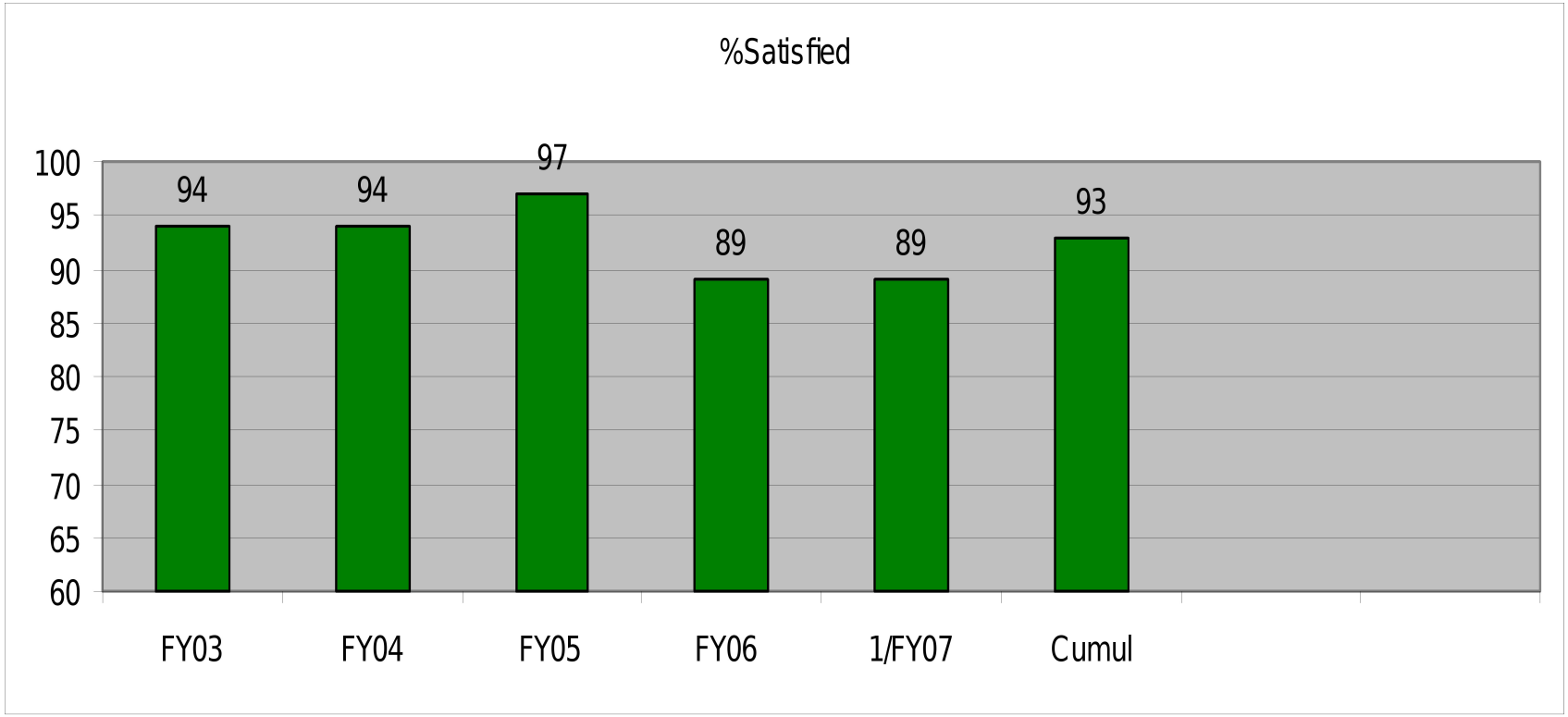
Data as of 01/03

ICE Ratings (Government Only) October 2002 – December 2006 (ACA TA)



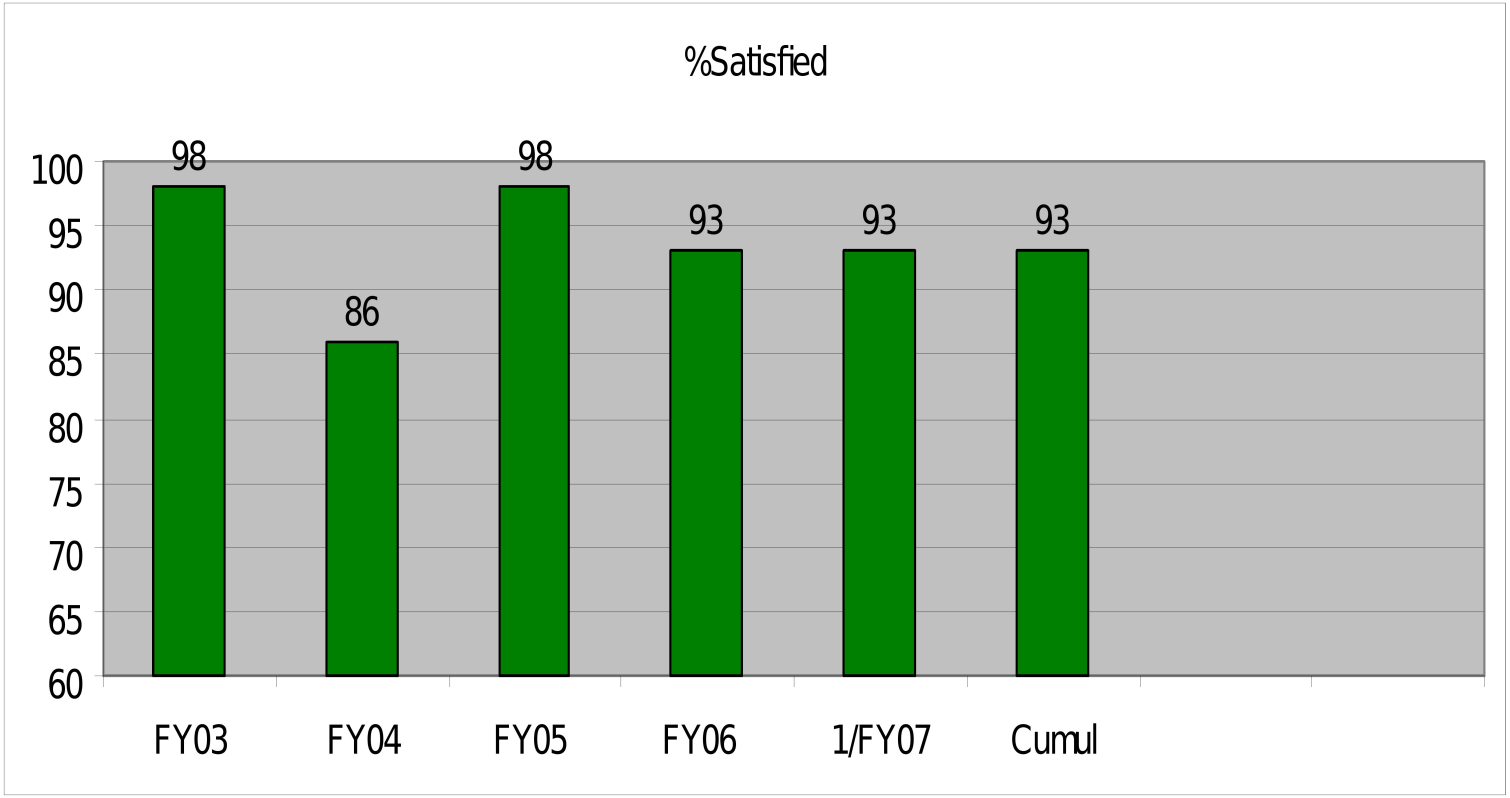
Data as of 01/03

ICE Ratings (Government Only) October 2002 – December 2006 (ITEC4)



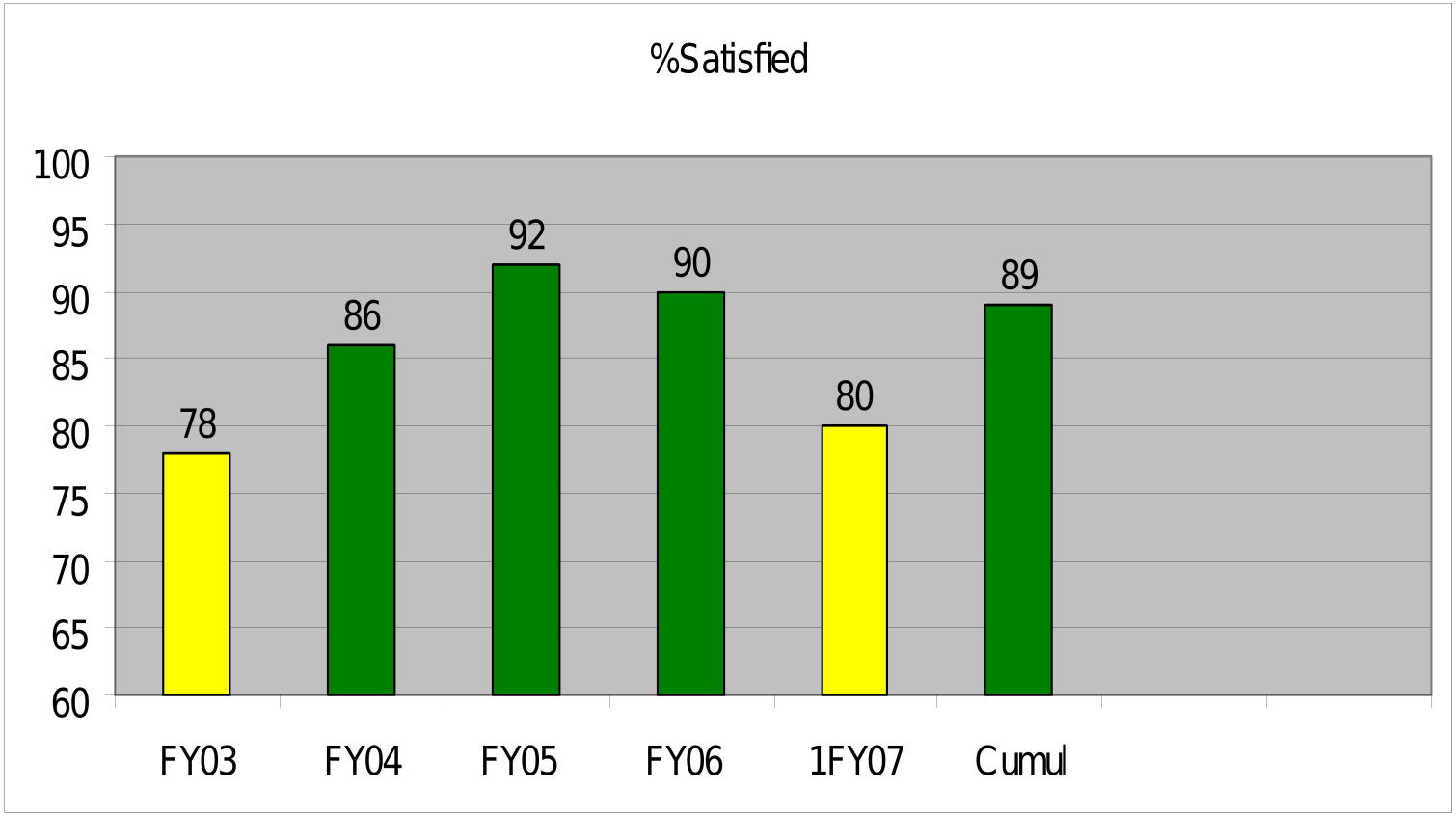
Data as of 01/03

ICE Ratings (Government Only) October 2002 – December 2006 (USACCE)



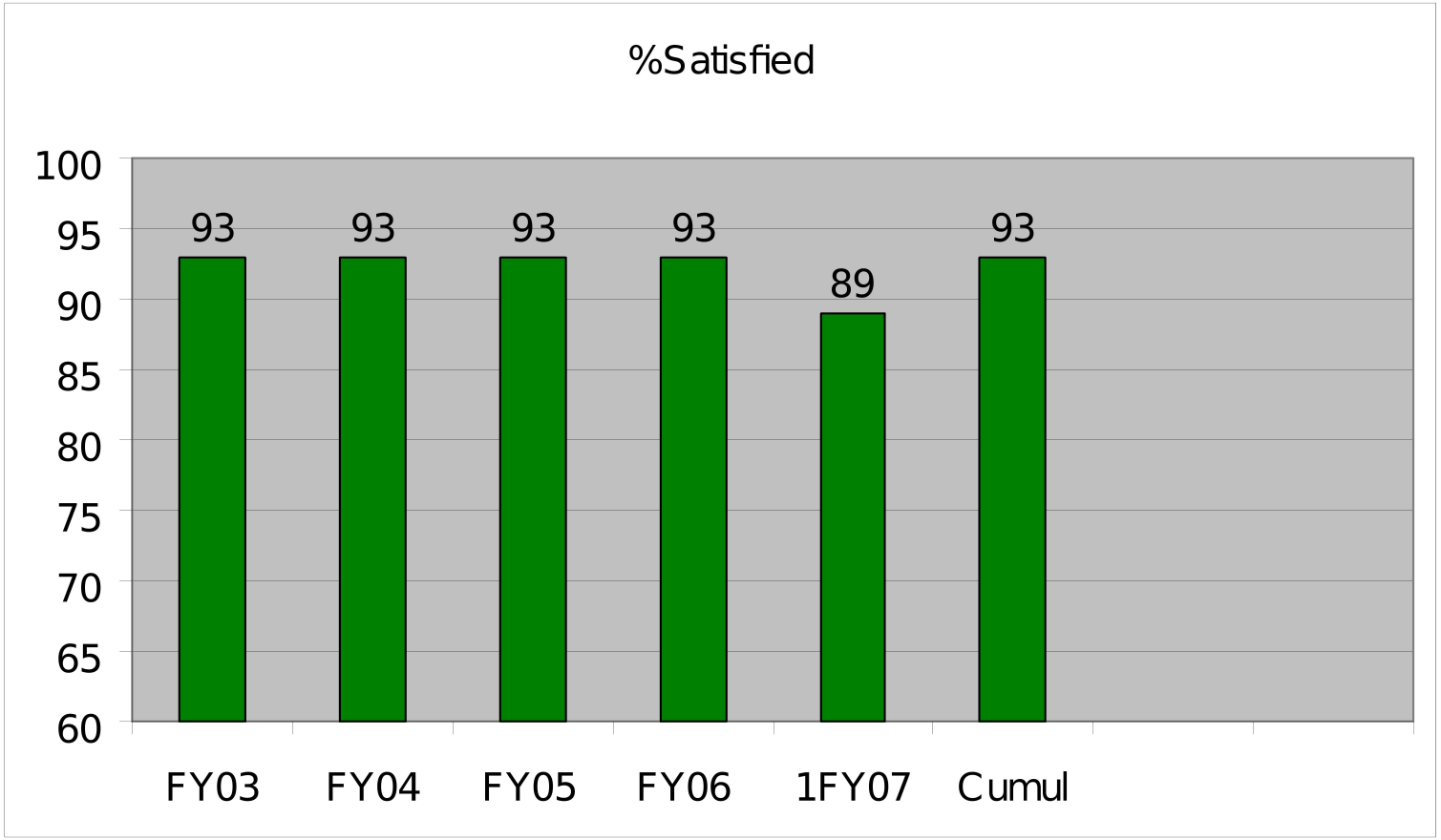
Data as of 01/03

ICE Ratings (Government Only) October 2002 – December 2006 (USACCK)



Data as of 01/03

ICE Ratings (Contractors/Vendors) October 2002 – December 2006 (ACA-Wide)



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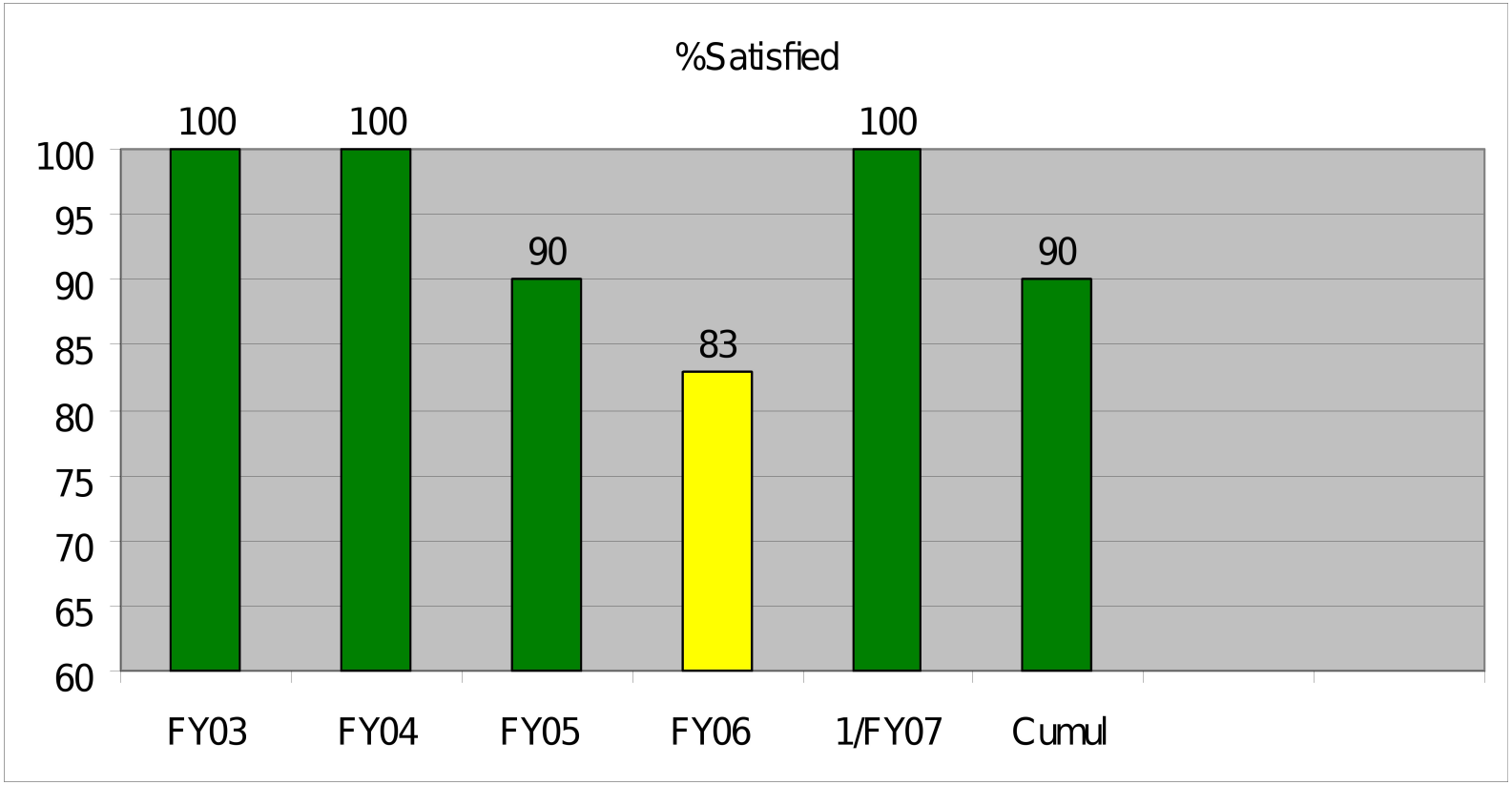

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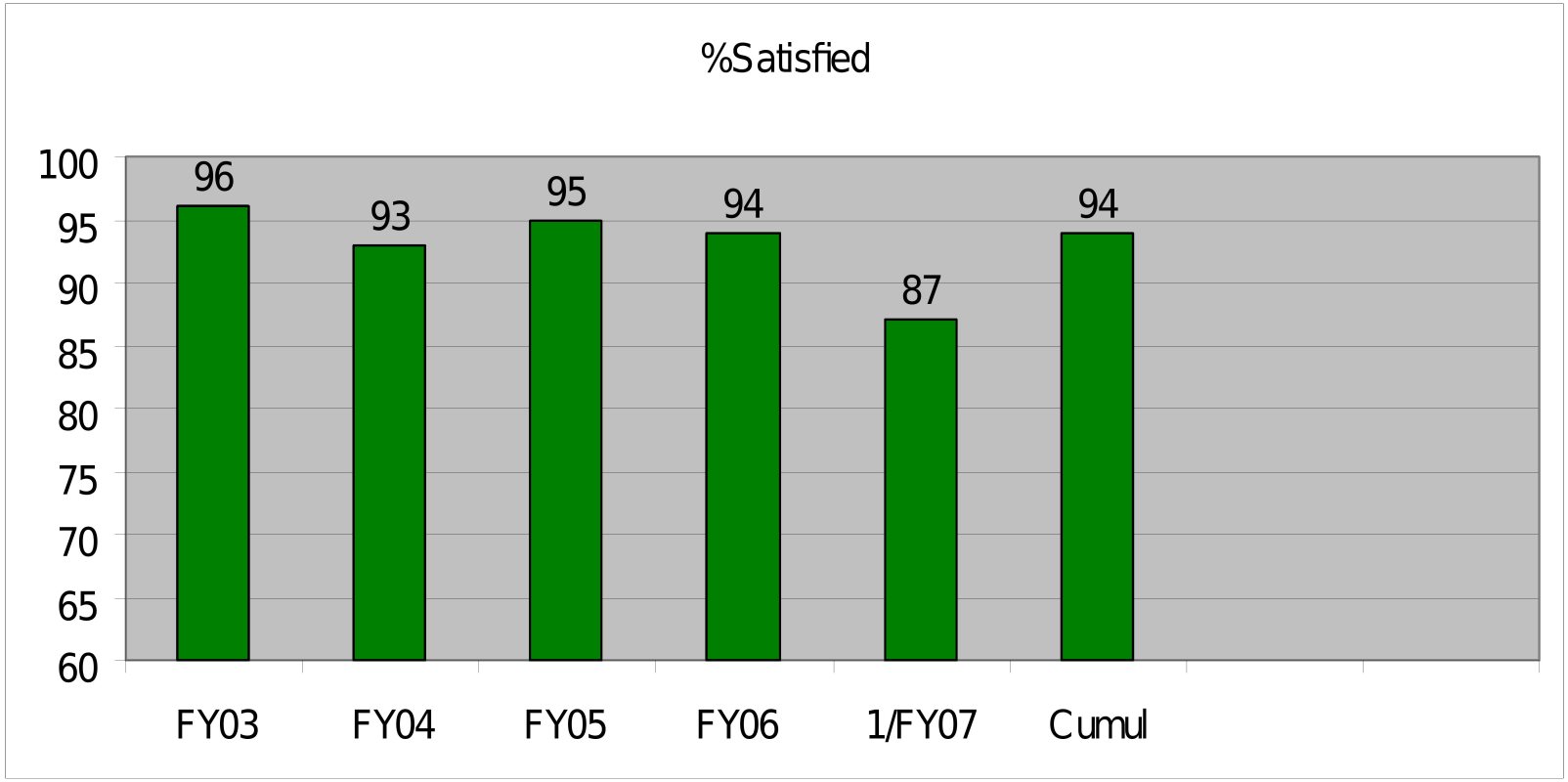

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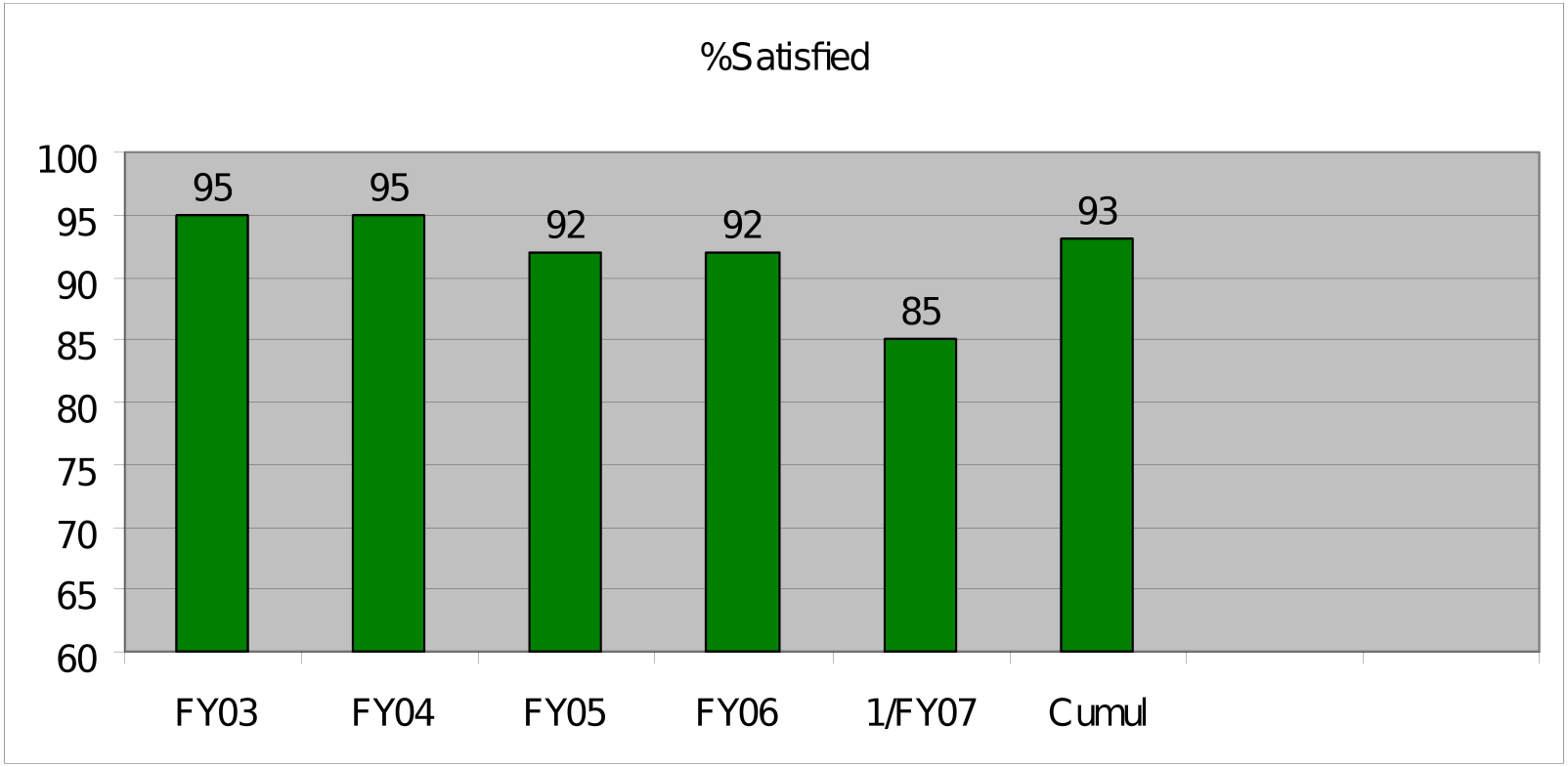

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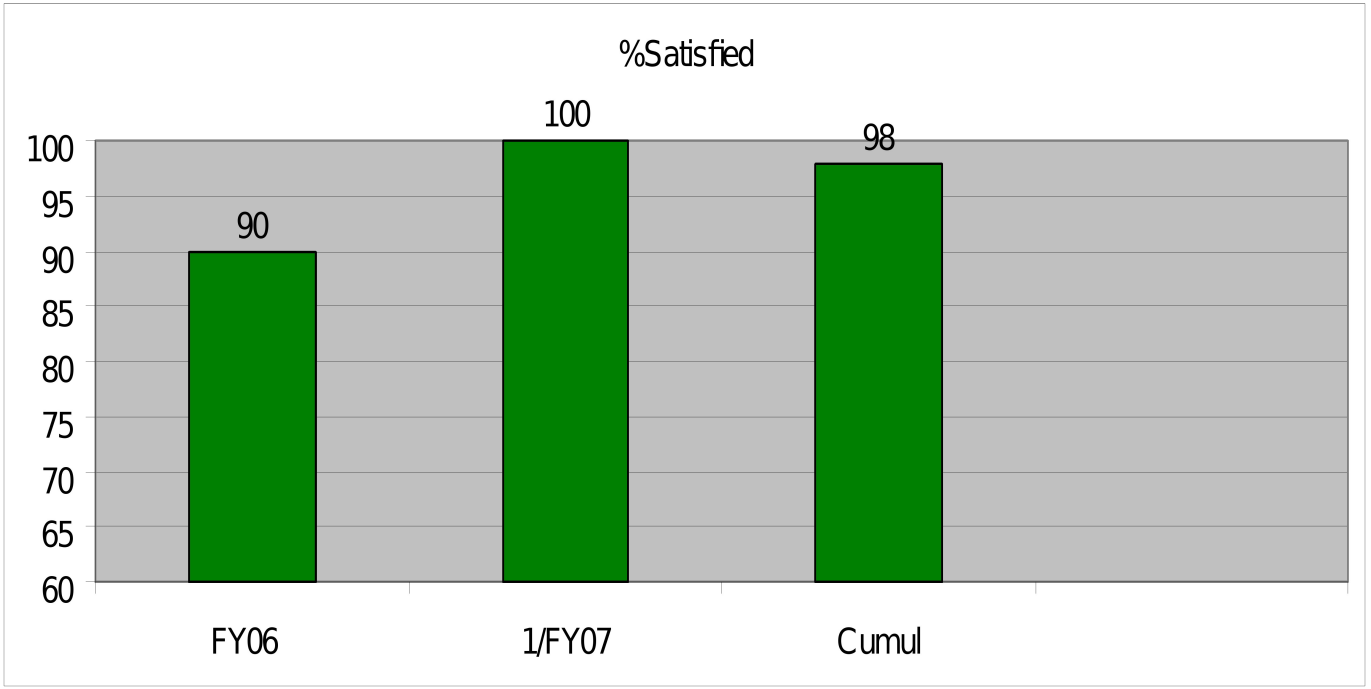
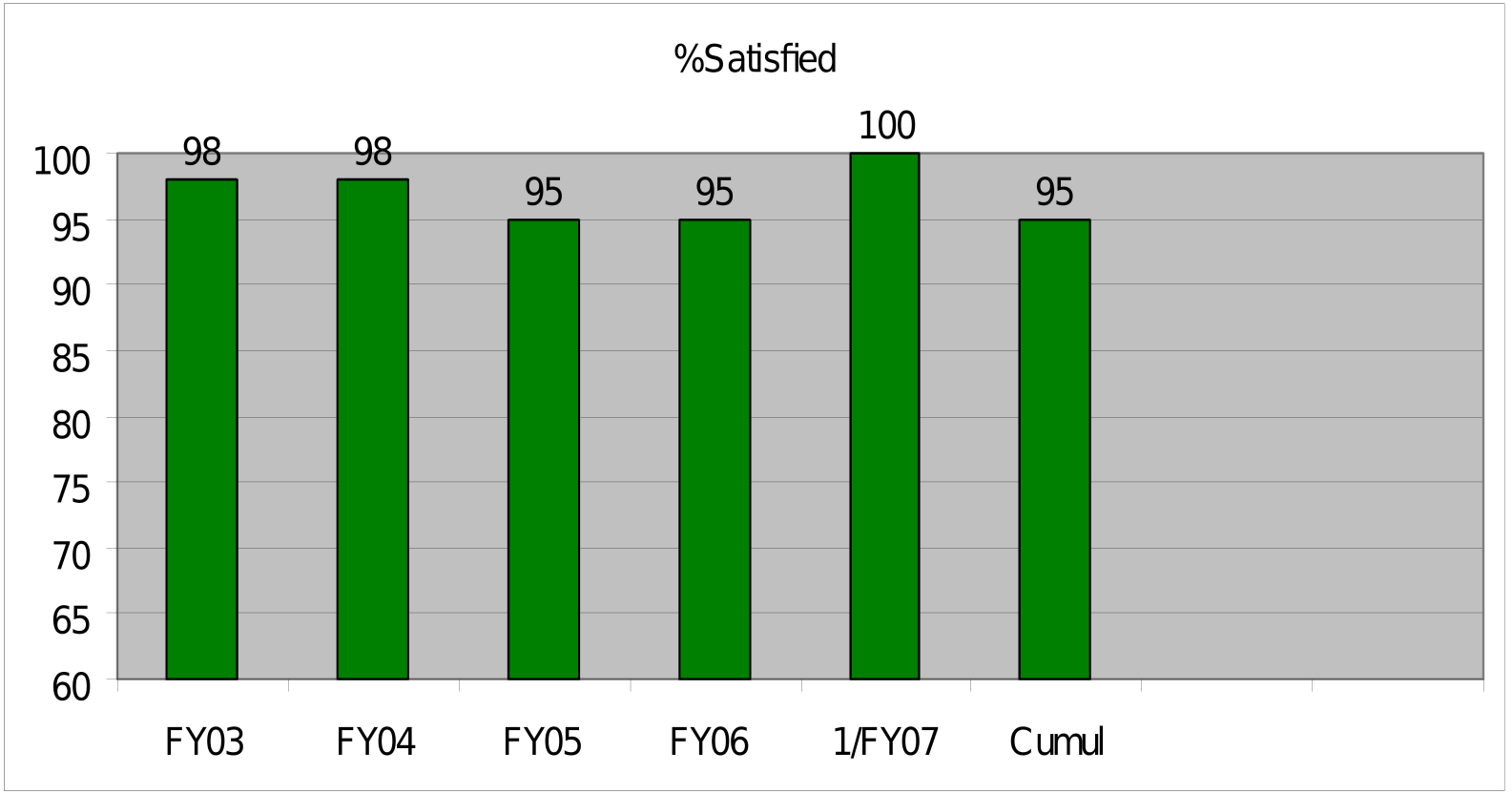


Data as of 2nd

ICE Ratings (Contractors/Vendors) October 2002 – December 2006 (ACA PR)



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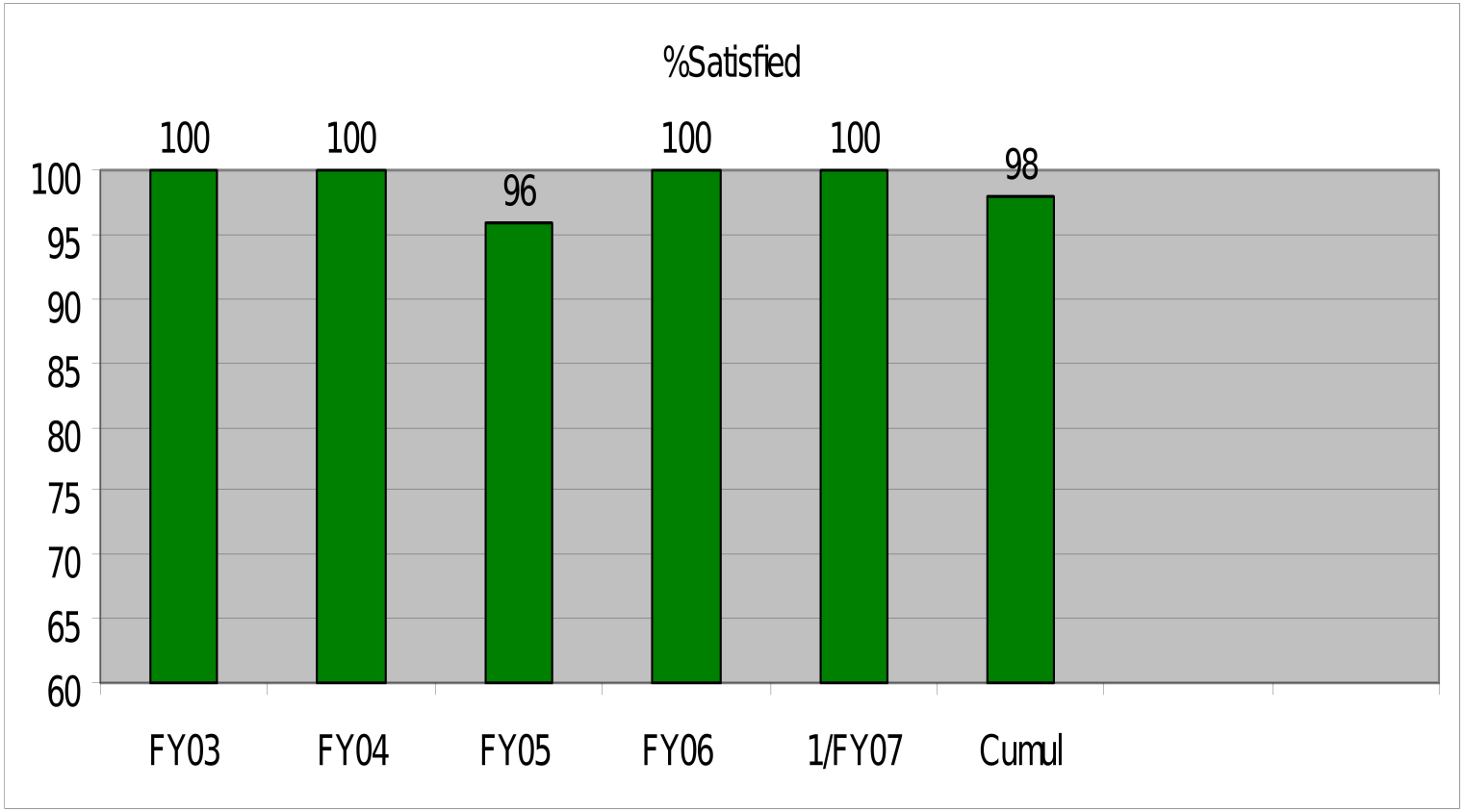
ICE Ratings (Contractors/Vendors) October 2002 – December 2006 (ACA TA)



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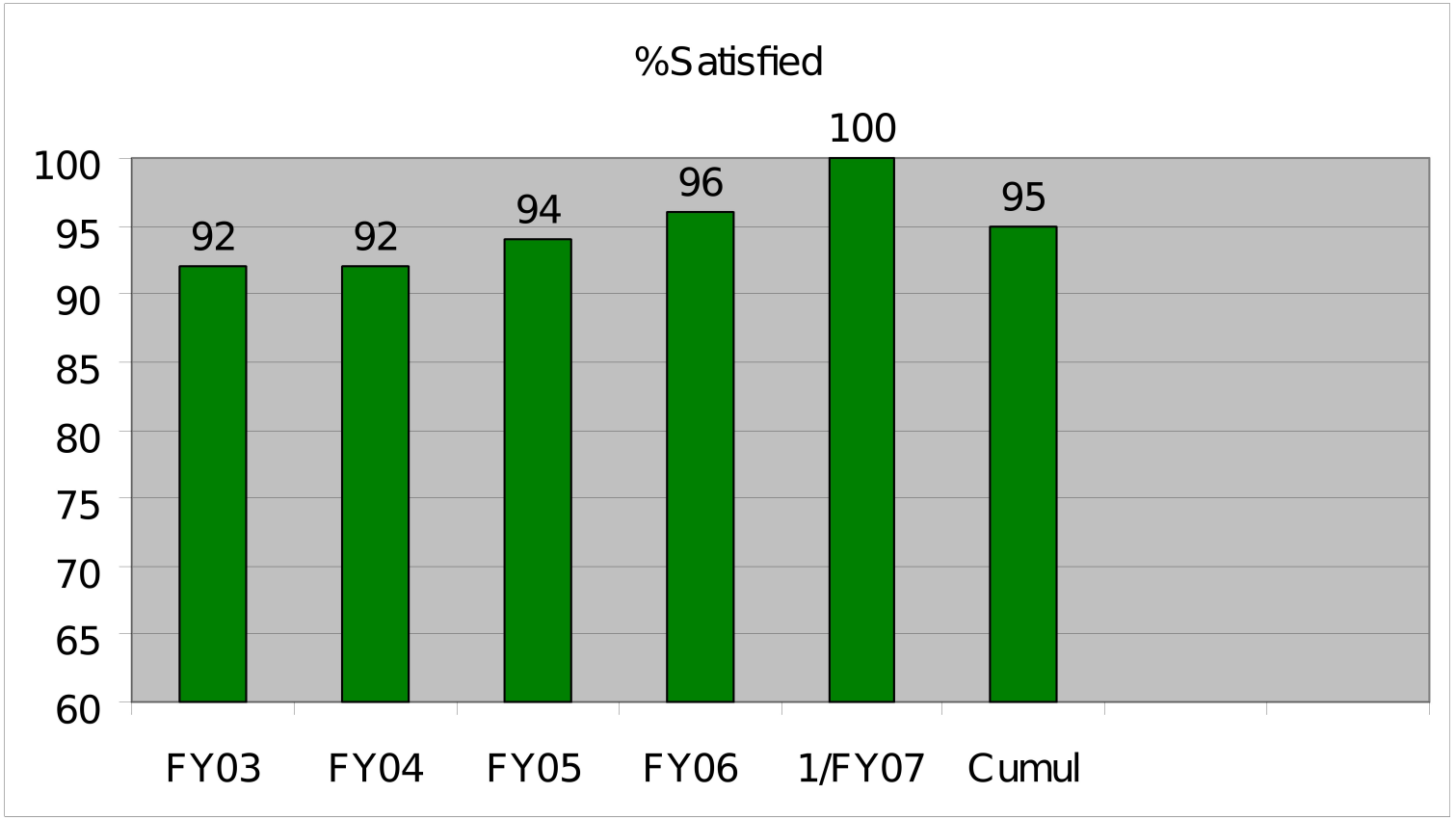
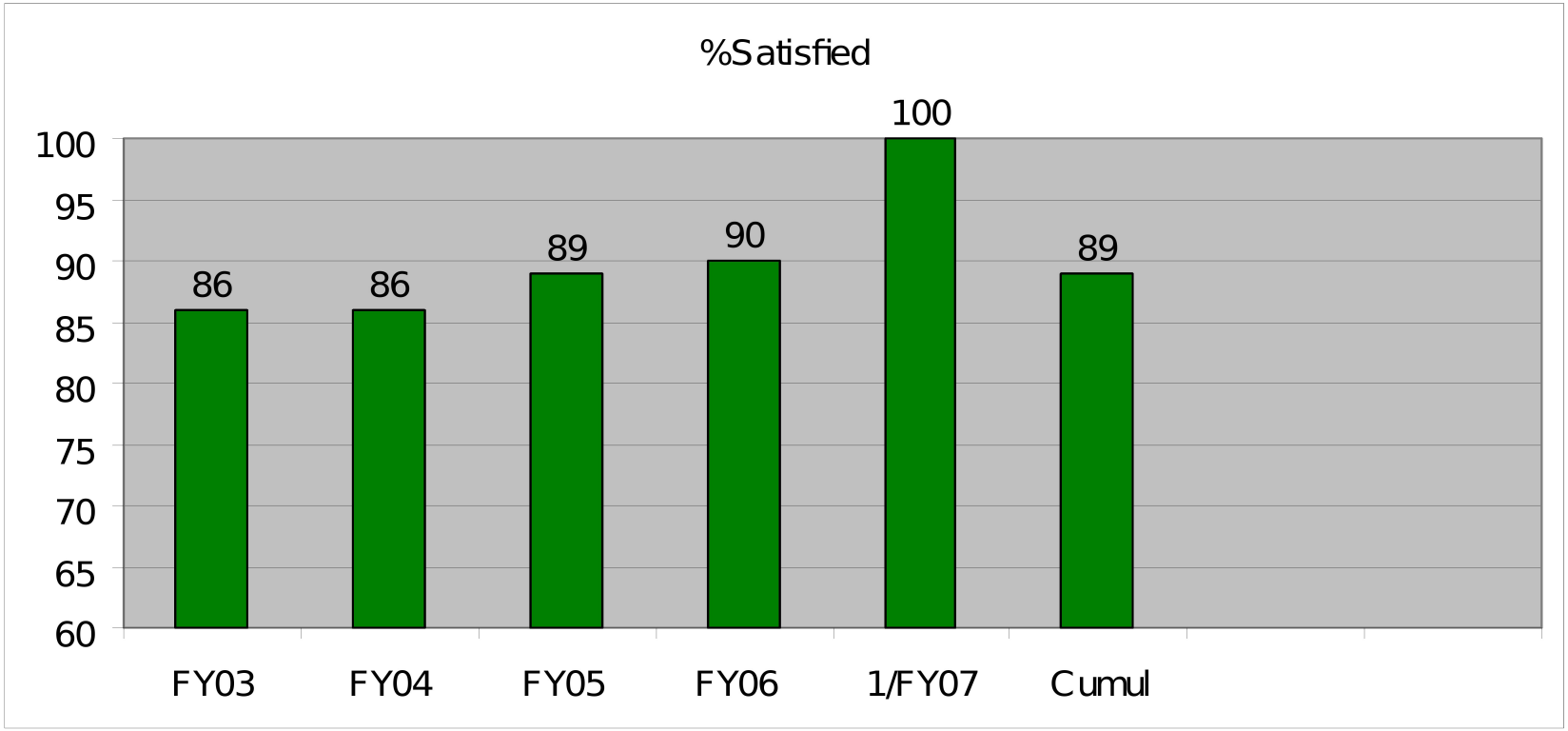
ICE Ratings (Contractors/Vendors) October 2002 – December 2006 (ITEC4)



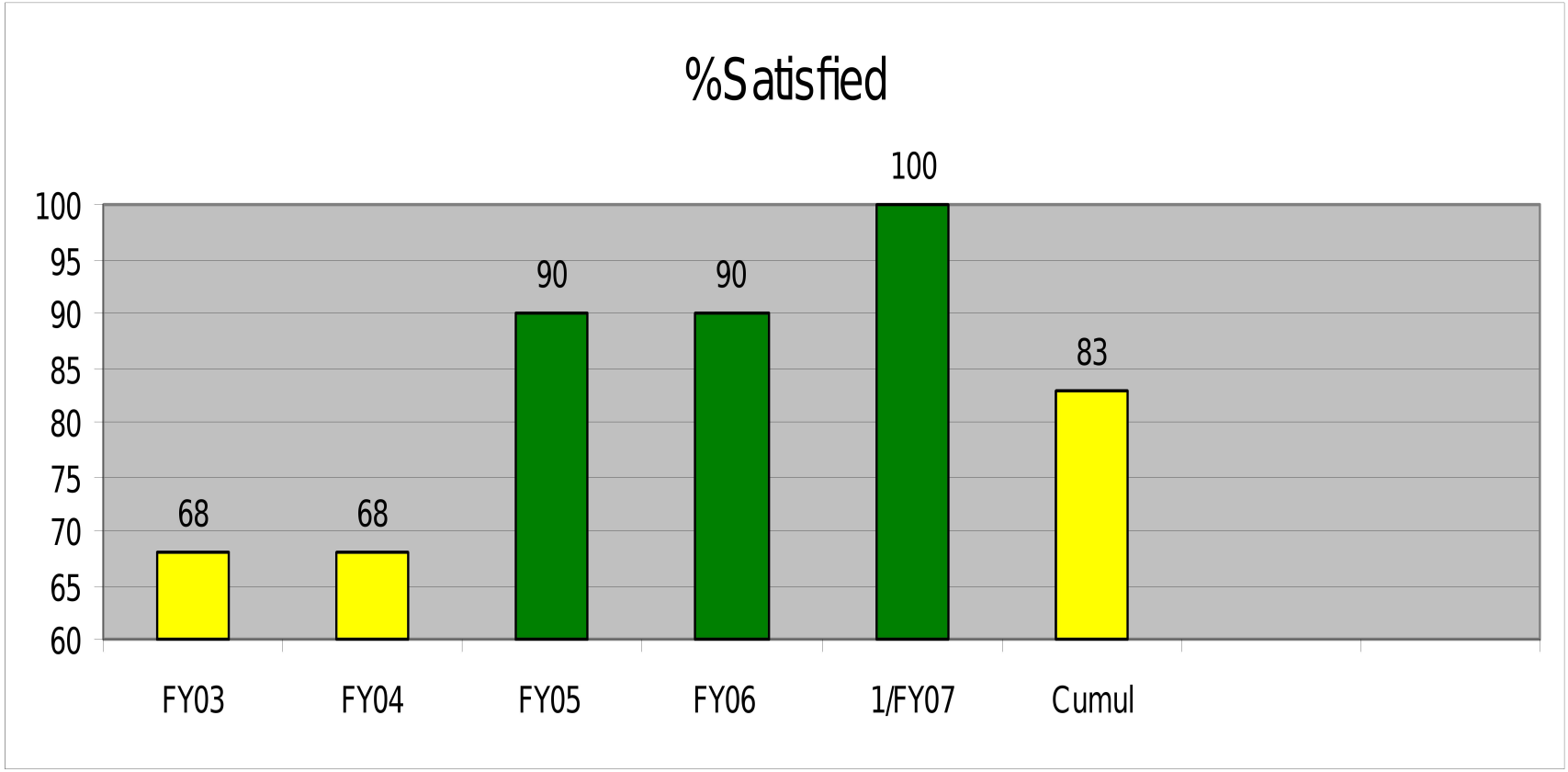
Data as of 01/03

ICE Ratings (Contractors/Vendors) October 2002 – December 2006 (USACCE)



Data as of 01/03

ICE Ratings (Contractors/Vendors) October 2002 – December 2006 (USACCK)



Data as of 01/03